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

VIN	2C4RDGBG1ER[redacted]	**Model Year**	2014	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/26/2014	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/10/2014	**Origin**	Telephone	**Reason**	New Problem
Mileage	762 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	19 RAVEN BLVD			**Source**	Customer
Caller City	COVENTRY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	42295	BALD HILL DODGE CHRYSLER JEEP		**Dealer Phone**	4018283700
Dealer Address	1035 BALD HILL RD				
	WARWICK		RI	02886 0723	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	A
Subject	Driver side rear slider interior door handle is broken.				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/26/2014 06:39 PM	Open
07/10/2014 05:06 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0203014400-Dealer,Parts,Transaction,Parts N/A / Backordered,Default,Parts Not Available / Backordered,Parts Not Available / Backordered
0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,Customer seeking compensation for being without a vehicle.
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Driver side rear slider interior door handle is broken.

Case Comments

Date	Comment
06/26/2014	Briefly summarize why the customer is contacting Chrysler: Customer is seeking to have the part order for the interior door handle expedited. Customer states they are supposed to leave for a trip to Canada on 7/9/14. Customer states they have been without the vehicle since yesterday when it was brought to service for diagnosis. Briefly summarize what the customer is expecting: Customer is expecting to have the part order expedited. Customer is also seeking compensation for not having the vehicle. Customer is seeking a rental if the vehicle cannot be fixed before 7/9/14. Writer contacted (42295 Bald Hill Dodge Chrysler Jeep) and spoke with (SM Steve). (SM Steve) stated part information for order is as follows: Part #: 1AE311X9AC Part Description: driver side rear slider - interior door handle Order #[redacted] ETA: No ETA Is customer in rental? no If yes, who authorized rental? Is the vehicle off road? no Order type: [Choose One] (Special Handling) Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days. If an update is received sooner, customer will be contacted sooner. Assigned case to [Choose one] (88F) for handling. ********** Customer advised a call back is required and will take place within one business day by COB their time Preferred call back number is[redacted] Customer email address for case updates: n/a Who has possession of the vehicle? (Dealer) Has the vehicle been diagnosed by a CDJ dealer? (Yes) If a CDJ dealer has diagnosed, what is the dealer name or code? Reassigned to 88F
06/27/2014	* * * * * * * * * Case Management - District T * * * * * * * * * Vehicle In warranty: Basic: 35 Months or 35,200 Miles and Powertrain: 59
06/27/2014	Months or 99,200 Miles MVP: There are no service contracts for this vehicle. Household: 2 New, and 3 Used
06/27/2014	Writer contacted Service Advisor (SA) Steve. SA confirmed parts and order number and writer advised that the parts will be expedited. SA provided updated mileage of 762.
06/27/2014	Part #:1AE311X9AC Order #:[redacted]
06/27/2014	Writer attempted to contact customer at[redacted] and spoke with[redacted]. Writer informed customer that his parts have been expedited and that a follow up call will take place Wednesday 7/2. Customer provided email address[redacted]
06/27/2014	Status update provided via email to the following email address[redacted] Hello, my name is Coop and I have been assigned as your case manager. This email is confirmation that your case[redacted], was successfully escalated to me. After I have an ETA on your parts that have been expedited, I will be calling you at your preferred number[redacted] by Wednesday 7/2 My office hours are 8:00AM Â– 4:30PM (Mountain Time). My contact information is 800.763.8422 EXT 66105. If your preferred telephone number mentioned above isnÂ't correct, please reply with the correction. End of Status Update
06/30/2014	**********96W PARTS UPDATE ********** Writer called dealer at 401-828-3700 and spoke with PA Melissa. Writer requested that the part # 1AE311X9AC be reordered under special handling. PA stated she would contact SA Mike for assistance with reordering the part. **********END OF UPDATE **********

Date	Comment
07/01/2014	****** Following Corporate Resource has been contacted ****** PARTS EXPEDITING for Part#1AE311X9AC,Order#[redacted],OMC[redacted]9 on 2014-07-01 @ 09:34
07/01/2014	**********96W TRIAGE TEAM********** ****** Following Corporate Resource has been contacted ****** PARTS EXPEDITED ON: 07/01/14 PART NUMBER: 1AE311X9AC PART DESCRIPTION: HANDLE ORDER NUMBER[redacted] NUMBER OF DEALERS WITH PART: 11 CUSTOMER IN RENTAL (Y OR N): N ASSIGN TO: RW612 CAIR HAS AN 88 CM **********END OF TRIAGE**********
07/01/2014	****** START OF SUPPORT ESCALATION by T9101CA****** **** Update from Expediting Team for **** Part#1AE311X9AC,Orde[redacted],OMC[redacted]9 Order has been upgraded to VOR. Auto d2d has been issued for PN# 1AE311X9AC with dealer 08011. Will advise with updated ETA when available. ****** END OF SUPPORT ESCALATION ****** by T9101CA
07/01/2014	****** START OF SUPPORT ESCALATION by T9101CA****** **** Update from Expediting Team for **** Part#1AE311X9AC,Orde[redacted],OMC[redacted]9 Order has been upgraded to VOR. Auto d2d has been issued for PN# 1AE311X9AC with SUPPLYING DEALER: 08011000 LARRY H MILLER CHRYSLER JEEP. Pending confirmation. ****** END OF SUPPORT ESCALATION ****** by T9101CA
07/01/2014	****** START OF SUPPORT ESCALATION by T9101CA****** **** Update from Expediting Team for **** Part#1AE311X9AC,Orde[redacted],OMC[redacted] Order has been upgraded to VOR. Manual d2d has been issued for PN# 1AE311X9AC with SUPPLYING DEALER: 08011 LARRY H MILLER CHRYSLER JEEP. Will advise with UPS tracking number when it become available. ****** END OF SUPPORT ESCALATION ****** by T9101CA
07/01/2014	****** START OF SUPPORT ESCALATION by T9101CA****** **** Update from Expediting Team for **** Part#1AE311X9AC,Orde[redacted],OMC[redacted] Order has been upgraded to VOR. Manual d2d has been issued for PN# 1AE311X9AC with SUPPLYING DEALER: 08011 LARRY H MILLER CHRYSLER JEEP. Will advise with UPS tracking number when it become available. ****** END OF SUPPORT ESCALATION ****** by T9101CA
07/02/2014	****** START OF SUPPORT ESCALATION by T9101CA****** **** Update from Expediting Team for **** Part#1AE311X9AC,Orde[redacted],OMC[redacted]UPS Tracking Number: [redacted]Scheduled Delivery: Wednesday, 07/02/2014, by 10:30 A.M. ****** END OF SUPPORT ESCALATION ****** by T9101CA
07/02/2014	[redacted] called to speak to CM CC1548. Writer warm transferred customer to CM MS2283, as CC1548 is not currently available.
07/02/2014	Customer contacted writer to find out the status of his back ordered part. Writer advised that the scheduled delivery was today by 10:30AM. Writer advised a call to the dealership to confirm that the part is there, and notify them that the customer will be dropping off the vehicle tonight for repairs.
07/02/2014	Writer contacted dealership, phone number dialed, 401-828-3700, spoke with PA Joe from the Parts department. PA confirmed that the part came in today. Writer requested to be transferred to service. Writer spoke with SA who advised that there is no availability until the 7/10/14.
07/02/2014	Writer contacted customer. Writer advised that the dealership has no availability until 7/10/14. Customer advised that he is going to be on vacation on the 10th, and wants to look into getting the repair done at another dealership; 63166 BAILEY'S MOTOR SALES INC. Writer advised a call back after more information is gathered.
07/02/2014	Writer contacted dealership, phone number dialed, 401-295-8855. Writer was advised that they have an opening on the 7/8/14.
07/02/2014	Writer contacted customer and advised that 63166 BAILEY'S MOTOR SALES INC. has an opening on 7/8/14 and can work on his vehicle. Customer advised that he needs his vehicle done by that afternoon, or a rental vehicle he can take in it's place. Writer advised that I will contact the dealership's parts department to try to transfer the part, and will sent an e-mail advising that the process is started. Writer provided extension number, and advised a call back on 7/9/14 to confirm repairs were completed.
07/02/2014	Writer spoke with PA and was advised to contact 42295 BALD HILL DODGE CHRYSLER JEEP, and have them send the part D2D to 63166 BAILEY'S MOTOR SALES.
07/02/2014	Writer contacted dealership 42295, phone number dialed, 401-828-3700, spoke with PA. Writer advised that due to service not being able to complete the repair before the customer's timeline, the customer wants to take the vehicle to another dealership. Writer advised that we need to send the part D2D to 63166. PA advised a transfer to SM Greg. SM Greg advised that the other dealership would have to buy the part from them.
07/02/2014	Customer left message advising that he did schedule an appointment on 7/8/14, and that a rental would not be authorized to leave the country, so the vehicle would have to be completed that day.
07/02/2014	Writer contacted dealership 63166, phone number dialed, 401-295-8855. Writer spoke with Parts Advisor Steven, who advised he would call the Parts Department at 42295, and get the part transfered to them. PA requested the phone number to their dealership, which Writer provided.
07/02/2014	Writer contacted customer. Writer advised that the dealerships are in contact with each other, and that we are doing everything possible to repair his vehicle and get him taken care of. Customer expressed dissatisfaction with the situation, and feels that we should replace his vehicle. Writer advised that it would be a much lengthier process to try to replace the vehicle rather than just fix it. Customer advised that he would talk to the dealership and call back.
07/02/2014	Writer recieved message from customer advising that his dealership, 44295 BALD HILL DODGE CHRYSLER JEEP, can fit him in on 7/5/14.
07/07/2014	Writer contacted the dealership at 401-828-3700 and spoke with service advisor Steve. Writer inquired about the status of the customerÂ's vehicle, SA informed writer that the part came in on Friday 07/04/14 and the repairs were completed on Saturday 07/05/14. Writer inquired if the vehicle was picked up, SA informed writer that the vehicle has already been picked up. Writer will follow up with the customer to confirm the vehicle is in the customerÂ's possession and everything is operating to his satisfaction.
07/07/2014	Writer contacted the customer at [redacted]. Writer confirmed the vehicle is in the customerÂ's possession. Customer stated that he dropped his vehicle off on Thursday and everything was completed by Saturday 07/05/14. Writer inquired if everything was operating to his satisfaction, customer stated he was happy with the repairs. Customer informed writer that he is leaving for a road trip to Canada on Thursday 07/10/14. Writer advised of a follow up that will take place on Wednesday 07/09/14 to confirm that everything is still working properly before the customer leaves for his trip. Customer agreed. CM will follow up with the customer on Wednesday 07/09/14 and if everything is still working properly the case will be closed.
07/08/2014	Writer contacted customer, phone number dialed,[redacted]. Customer confirmed that the vehicle is operating as designed, and confirmed satisfaction with the vehicle. Writer advised that the case will be finalized, and in two days the case will be closed, but can be re-opened within 30 days. Writer advised an e-mail will be sent with the brand phone number for any concerns in the future. Customer expressed appreciation.
07/08/2014	Status update provided via email to the following email address: [redacted], As I stated over the phone, this e-mail is just to advise you that your case will be closed in two days. You can re-open this case within 30 days if any issues arise, and can open a new case after that point. If you have any questions, comments, or concerns, feel free to contact us at 800-4ADODGE (800-423-6343). Thank you again for your patience, and thank you for being a part of the Dodge Family. End of Status Update
07/09/2014	OMC#[redacted]Order#[redacted] FOR PN: 1AE311X9AC IS RESOLVED
07/10/2014	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
07/10/2014	DS1489 authorizes to close.

Email(s)

Date	***Subject***	Hello, my name is Coop and I have been assigned as	
From	***To***	***Sent Date/Time***	06/27/2014 19:37 PM

Hello, my name is Coop and I have been assigned as your case manager. This email is confirmation that your case, [redacted] was successfully escalated to me. After I have an ETA on your parts that have been expedited, I will be calling you at your preferred number, [redacted] by Wednesday 7/2 My office hours are 8:00AM – 4:30PM (Mountain Time). My contact information is 800.763.8422 EXT 66105. If your preferred telephone number mentioned above isn't correct, please reply with the correction.

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

VIN	2C4RC1BG2ER[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/11/2014	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/12/2014	**Origin**	Chat	**Reason**	New Problem
Mileage	4,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	JENISON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60085	ZEIGLER CHRYSLER DODGE JEEP OF GRA		**Dealer Phone**	6165327000
Dealer Address	4200 PARKWAY PL SW				
	GRANDVILLE		MI	49418 2384	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	P
Subject	rear door is not functioning properly				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/11/2014 07:58 PM	Open
12/12/2014 09:05 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,rear door is not functioning properly

Case Comments

Date	Comment
12/11/2014	Incident number: [redacted] 1 Briefly summarize why the customer is contacting Chrysler: Customer was on chat with agent. Hello [redacted] says: 03:47:07 PM [00:02:40] I HAVE A 20014 TOWN & COUNTRY AND THE SWITCHES, ON THE PILLARS FOR THE REAR DOORS, DO NOT WORK. DID I INADVERTENTLY DEACITIVATE THEM, AND IF SO, HOW DO I ACTIVATE THEM SO THEY WILL WORK? Brenda says: 03:47:49 PM [00:03:21] Are you speaking of not being able to open them from the outside or inside rear doors [redacted] says: 03:49:18 PM [00:04:50] I CAN OPEN AND CLOSE THEM PHYSICALLY BUT THEY DO NOT RESPOND TO THE SWITCHES OR THE TOUCH OF THE DOOR HANDLE. Brenda says: 03:50:11 PM [00:05:43] One moment please Brenda says: 03:50:26 PM [00:05:59] How many miles on the vehicle? [redacted] says: 03:50:48 PM [00:06:20] APPROX. 4000. Brenda says: 03:50:53 PM [00:06:25] Thanks Brenda says: 03:53:02 PM [00:08:34] This is just affecting the rear area? [redacted] says: 03:54:06 PM [00:09:38] YES. THE OVERHEAD CONSOLE WORKS PERTAINING TO THE REAR DOORS. Brenda says: 03:56:09 PM [00:11:42] There is no reason for this to occur and there is nothing you would have done. The only thing that would prevent the rear doors from opening would be the child protection locks. You may have to bring the vehicle in for diagnosis in case there is an electrical issue Brenda says: 03:56:44 PM [00:12:16] I have no recalls pertaining to the issue. [redacted] says: 03:56:57 PM [00:12:29] THAT IS WHAT I NEED TO KNOW. WILL BRING IT IN TO THE DEALER. THANKS BRENDA. Brenda says: 03:57:13 PM [00:12:45] You are welcome I will place all the information on file for you. Brenda says: 03:57:32 PM [00:13:05] Thanks you for contacting Chrysler and have a great holiday season. Agent is sending file up for survey bypass - vehicle needs to be diagnosed. Briefly summarize what the customer is expecting: Caller seeking information on back doors not functioning properly.

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

VIN	2C4RC1BG2FR[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/12/2014	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/30/2014	**Origin**	Telephone	**Reason**	New Problem
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	FORD CITY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44530	DIEHL AUTOMOTIVE		**Dealer Phone**	7242828898
Dealer Address	258 PITTSBURGH RD				
	BUTLER		PA	16002 3952	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	H
Subject	sliding doors not working				
Synopsis					
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/12/2014 10:30 AM	Open
12/30/2014 01:49 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108631500-Product,Electrical,uConnect Cellular System,Phone pairing issues,Default,uConnect Phone Pairing Issues,Entertainment/Navigation System/Connectivity
0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,sliding doors not working

Case Comments

Date	Comment
12/12/2014	CQI Survey Record Received - DATE : 12/12/2014 Survey Number [redacted] Quality Survey ID Number[redacted] Survey Date : 12/11/2014 VIN Last 8 : FR[redacted] CQI Comments [redacted]
12/13/2014	customer concern: - Hands-Free Phone / Bluetooth system phonebook does not work correctly Entertainment/Navigation System/Connectivity - Rear Sliding Doors Rear sliding doors are broken/not working.
12/13/2014	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative Reason for Customer Contact: Customer states they are having issues with the rear sliding doors, and the uconnect radio . Customer has not brought the vehicle to the dealership for diagnosing. Customer contact is needed to advise customer bring the vehicle to the dealership for diagnosing CustomerÂ's Preferred Method of Contact: Phone Customer Phone Number (Morning): [redacted] Customer Phone Number [redacted] Customer Email address: na Reason for assigning to Resolution Team: Customer contact is required as customer states they are having issues with the vehicle and have not been to the dealership for diagnosing. Assigned to 86T
12/18/2014	~
12/24/2014	~
12/30/2014	DEALER CONTACT:Writer called dealer 44530 at 724-282-8898 and SA Steve advised that vehicle has not been to service since PDI.
12/30/2014	Status update provided via email to the following email address: [redacted]: In review of the recent quality survey you have completed in regards to your 2015 Town & Country, we note you have indicated concerns with the bluetooth and rear sliding doors. We have contacted DIEHL AUTOMOTIVE who has advised that your vehicle has not been to the service department for these concerns. We regret the problems your vehicle has experienced and appreciate you bringing this matter to our attention. In regards to your concerns, unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Chrysler please advise and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 800-247-9753. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced and we look forward to assisting you further. Lorrie Chrysler Customer Assistance End of Status Update

Email(s)

Date	Subject
	[redacted]: In review of the recent quality su

From	To	Sent Date/Time	12/30/2014 14:48 PM

[redacted]:

In review of the recent quality survey you have completed in regards to your 2015 Town & Country, we note you have indicated concerns with the bluetooth and rear sliding doors.

We have contacted DIEHL AUTOMOTIVE who has advised that your vehicle has not been to the service department for these concerns.

We regret the problems your vehicle has experienced and appreciate you bringing this matter to our attention.

In regards to your concerns, unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Chrysler please advise and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 800-247-9753.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced and we look forward to assisting you further.

Lorrie
Chrysler Customer Assistance

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

VIN	2C4RDGCG4FR[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/26/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/13/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	695 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]7	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	AMBOY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	42602	SYCAMORE DODGE CHRYSLER JEEP RAM		**Dealer Phone**	8158958105
Dealer Address	1825 DEKALB AVE				
	SYCAMORE		IL	60178 3105	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	E
Subject	Sliding door issue				
Synopsis					
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/26/2015 10:30 AM	Open
03/13/2015 05:25 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123020000-Product,Body / Trim / Paint Finish,External Ornamentation,Other,Unknown,External Ornamentation Inquiry,Sliding door issue

Case Comments

Date	Comment
02/26/2015	CQI Survey Record Received - DATE : 02/26/2015 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 02/11/2015 VIN Last 8 : FR[redacted] CQI Comments : \The SLIDING DOOR PROBLEM and the trouble in readi ng the clock. Phone [redacted]
02/27/2015	Rear sliding doors are broken/not working Please indicate which rear sliding door is broken/not working (check all that apply): Passenger's side rear sliding door. Same as the driver's side Driver's side rear sliding door. To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery. Additional Comments: It has been checked 2 times and they say that it is an intermittent type problem and it will be hard to find. How often does this trouble occur? Trouble occurs intermittently.
02/27/2015	Did Customer ask for call back? Yes Did Customer specify Email or Phone: Yes CustomerÂ's Preferred Method of Contact: Phone Preferred call back number is: [redacted] Preferred Email address: Not given Mileage Updated? No Dealer code:42602 Reason Codes Added? Yes Summarize Customer concern: See above Is the Concern for Radio only? [If Yes, sent to 86U] No Is the Concern regarding a Fiat?[If Yes, sent to 86F] No Reassigned to: 86T
03/13/2015	Status update provided via email to the following email address: [redacted], My name is Brian, and I am following up on a survey that you recently completed regarding your 2015 DODGE GRAND CARAVAN SXT. I have contacted BRIAN BEMIS WORLD AUTO, and spoken with service advisor Mike, who has advised that the last time you were at the dealership was 2/25/15 for issue with sliding door. Service advisor Mike has advised that the issue was resolved. However if you require further assistance please donÂ't hesitate in contacting Dodge at 1800-423-6343. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thank You, Brian End of Status Update
03/13/2015	Writer called dealership and spoke to SA Mike who advised customer had part ordered for the issue and they had fixed the issue on the 25th of February. Writer thanked SA Mike for the information. Call ended.

Email(s)

Date	**Subject**	Hi[redacted], My name is Brian, and I am fo	
From	**To**	**Sent Date/Time**	03/13/2015 18:22 PM

Hi [redacted],

My name is Brian, and I am following up on a survey that you recently completed regarding your 2015 DODGE GRAND CARAVAN SXT.

I have contacted BRIAN BEMIS WORLD AUTO, and spoken with service advisor Mike, who has advised that the last time you were at the dealership was 2/25/15 for issue with sliding door. Service advisor Mike has advised that the issue was resolved. However if you require further assistance please don't hesitate in contacting Dodge at 1800-423-6343.

We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank You,
Brian

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

VIN	2C4RDGEG0ER[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/12/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/16/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	21,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MEMPHIS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7576	EAN HOLDINGS - SAN ANTONIO		**Dealer Phone**	
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Phone pairing issues - iOS (iPhone)				
Synopsis					
Customer Anomaly	Uconnect / Infotainment				
	Phone Pairing/Siri/Compatibility				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	110	Phone pairing or compatibility issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/12/2015 09:56 PM	Open
03/12/2015 10:00 PM	Closed
03/16/2015 08:16 PM	Reopen
03/16/2015 08:27 PM	Closed

Initial Description

0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,Customer seeking information regarding vehicle equipment
0108631501-Product,Electrical,uConnect Cellular System,Phone pairing issues,iOS (iPhone),Phone pairing issues - iOS (iPhone),Phone pairing issues - iOS (iPhone)

Case Comments

Date	Comment
03/12/2015	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: customer calling as she states that she is not able to pair her phone. Agent did look at the sales codes and did see that she is not able to pair her phone as she doesn't have Bluetooth. Agent did advise her if she wants that she would need to speak with the DLR who would be able to let her know if she can have Bluetooth added on to the radio. Customer understood. Briefly summarize what the customer is expecting: to know why she can't pair her phone.
03/12/2015	ignore lines 1-4.
03/16/2015	Customer called in stating that they are concerned regarding their vehicle purchase. Customer states that they purchased their vehicle from the Acura DLR in their area. Customer states that they feel they were misinformed during the purchase of their vehicle. Customer states that they were under the understanding the vehicle was equipped with things like Bluetooth and navigation. Customer states that they are also experiencing issues with their button for the sliding door not working properly and there is a rattle in the back end of the vehicle. Customer states that there is also a broken headrest on the bench seat and broken molding around the exterior passenger mirror. Agent advised customer that as they purchased their vehicle from an Acura DLR we would be unable to assist in any sales dispute regarding the terms of the sale. Agent advised customer that they should speak with their DLR regarding any terms of their sale or damage to the vehicle. Agent advised that the customer may consult a CDJR Dealer regarding the Sliding door button and the rattle as they may be warrantable repairs. Customer understood. Customer inquired as to whether Bluetooth and navigation could be added to the vehicle, agent advised customer that they can speak with a CDJR DLR regarding the possibility of upgrading the uconnect features.

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

VIN	2C4RC1BG5FR[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/16/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/07/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	FAR ROCKAWAY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60453	EASTCHESTER CHRYSLER JEEP DODGE		**Dealer Phone**	7185475500
Dealer Address	4007 BOSTON RD				
	BRONX		NY	10466 6101	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Power Sliding Door Both Sides - Other				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/16/2015 10:31 AM	Open
04/07/2015 02:23 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Power Sliding Door Both Sides - Other

Case Comments

Date	Comment
03/16/2015	CQI Survey Record Received - DATE : 03/16/2015 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 03/13/2015 VIN Last 8 : FR[redacted] CQI Comments : \Seating. [redacted]. Any day, but NOT on Saturd ay. Look forward to hearing from you.
03/19/2015	Did Customer ask for call back? Yes Did Customer specify Email or Phone: no CustomerÂ's Preferred Method of Contact: Preferred call back number is [redacted] Preferred Email address [redacted] Mileage Updated? NA Dealer code: Reason Codes Added? Yes Summarize Customer concern: Rear sliding doors are broken/not working Is the Concern for Radio only? [If Yes, sent to 86U] Is the Concern regarding a Fiat?[If Yes, sent to 86F] Reassigned to: 86T
04/07/2015	***CASE UPDATE*** DEALER CONTACT Â– Writer contacted dealer 60453 and spoke with Chasity who states that the customer has not returned to the dealer for service since purchasing the vehicle. Writer thanked them for their time and ended the call.
04/07/2015	Status update provided via email to the following email address: [redacted] Hi [redacted], My name is Greg, and I am following up on a survey that you recently completed regarding your 2015 CHRYSLER TOWN & COUNTRY. I have contacted EASTCHESTER CHRYSLER JEEP DODGE, and spoken with Chastity, who has advised that the vehicle has not been back to the dealership for service and the dealership was unaware that you were having issues with your vehicle. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Chrysler please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1.800.247.9753. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thank You, Greg Chrysler Customer Care End of Status Update

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RC1BGXFR	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/06/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/30/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	2,700 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	TOLEDO	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	23432	YARK CHRYSLER-JEEP-DODGE-RAM-FIAT		**Dealer Phone**	4198417771
Dealer Address	6019 W CENTRAL AVE				
	TOLEDO		OH	43615 1803	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	D
Subject	Customer unable to open power doors with her key fob				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/06/2015 03:47 PM	Open
04/30/2015 07:48 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Customer unable to open power doors with her key fob

Case Comments

Date	Comment
04/06/2015	Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they had gone to the DLR for issues with their sliding door. Customer states that she had brought it to the DLR last week and that they had told her they had replaced the part causing the problem. Customer states that Saturday the day after she had picked up the vehicle it started doing the same thing. Customer states that she has been working with Craig at the DLR and states thatÂ's she felt it would be the best thing to bring it back to him for the issues. Briefly summarize what the customer is expecting: Customer seeking to have the vehicles issues resolved Agent then contacted the DLR and spoke with SA Craig who states that when the customer had gone in last they had replaced the TIPM. Agent then advised the customer that since they are still having these unresolved issues that their case would be sent up for further review. Customer understood Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is Preferred afternoon/evening call back number is 9 Customer email address for case updates: Would customer like to receive updates via text message? Yes Mobile number Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Yes If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? YARK CHRYSLER-JEEP-DODGE (23432) Reassigned to 88F
04/07/2015	* * * * * CASE MANAGER TEAM - District 88 D * * * * * *
04/07/2015	Status update provided via email to the following email address Hello, My name is Teri and I have been assigned as your case manager. This email is confirmation that your case was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number: My office hours are 7:15 a.m. to 3:45p.m (Mountain Time). My contact information is 800.763.8422 EXT 40692 If your preferred telephone number mentioned above isnÂ't correct, please reply with the correction End of Status Update
04/07/2015	ORIGINAL OWNER In Warranty 3/36 MVP Contracts: None Owner History: New: 1 Used: 2 CUSTOMER CONCERN: Power Sliding Door Both Sides - Intermittent or Inoperative Customer unable to open power doors with her key fob
04/07/2015	CONTACT UPDATE - Customer was contacted today at 4:54 p.m. Customer was provided with agent's extension: 40692 per time constraint line 30.
04/08/2015	OUTBOUND CALL: Customer Chrysler CAIR Customer: / Veh Owner : Cust Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40692. The reason for the customer contact was to provide or request the following information: First contact. What is customer's expectation?
04/09/2015	Status update provided via email to the following email address: Hello, I have been working your case and would like to speak with you regarding the case issues. Please call me at your earliest convenience. My office hours are 7:30AM Â– 4:00 PM Mountain Time. My contact information is 800.763.8422 EXT 40692. End of Status Update
04/10/2015	OUTBOUND CALL: Customer Attempt: 2 Chrysler CAIR Customer: Veh Owner : Cust Ph: Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40692. The reason for the customer contact was to provide or request the following information: Compliance 1st contact

Date	Comment
04/13/2015	OUTBOUND CALL: Customer Attempt: 3 Chrysler CAIR Customer: [redacted] / Veh Owner [redacted] Cust Ph: [redacted] The customer states that there has been concern and repair before. The concern has been repaired and the vehicle picked up last Friday. The customer states that the repair appears to have resolved the concern and the vehicle operates as it should. Writer will leave the case open for a few days to be sure and verify repair satisfaction until 04/16/15
04/15/2015	Briefly summarize why the customer is contacting Chrysler: customer called stated that same issue has started again agent advised that to bring vehicle back to dlr. to have vehicle looked at agent advised would transfer customer to Cm to leave Voice mail to information Cm what was going on with vehicle Briefly summarize what the customer is expecting: to get vehicle repaired
04/15/2015	Status update provided via email to the following email address [redacted] Hello, I have been advised that concerns are recurring/still happening with your vehicle. Power Sliding Door Both Sides - Intermittent or Inoperative Customer unable to open power doors with her key fob. Please contact the dealer as repair failed. Dealer Phone : 419-841-7771 My office hours are 7:30 a.m. to 4:00 p.m (Mountain Time). My contact information is 800.763.8422 EXT 40692 Thank you End of Status Update
04/20/2015	OUTBOUND CALL: Customer Chrysler CAIR Customer [redacted] / Veh Owner [redacted] Cust Ph: [redacted] The customer states that there are no concerns or issues right now. Writer advised that the case can reopen or a new case can be I opened if any fu4ther concerns cv come up. The case will close. The customer stated that hitting the brakes too many times caused the vehicle to no start or lock up. The customer stated that her husband figured out how to release it.

Email(s)

Date	***Subject***	Hello, My name is Teri and I have been assigned	
From	***To***	***Sent Date/Time***	04/07/2015 22:32 PM

Hello,
My name is Teri and I have been assigned as your case manager.
This email is confirmation that your case [redacted] was successfully escalated to me.
After I review the details of your case I will be calling you at your preferred number: [redacted]
My office hours are 7:15 a.m. to 3:45p.m (Mountain Time).
My contact information is 800.763.8422 EXT 40692
If your preferred telephone number mentioned above isn't correct, please reply with the correction

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

VIN	2C4RC1BG2ER[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/27/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/12/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	20,389 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SIDNEY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68480	CENTRAL MAINE CHRYSLER-DODGE-JEEP-		**Dealer Phone**	2078729211
Dealer Address	300 KENNEDY MEMORIAL DRIVE				
	WATERVILLE		ME	04901 4525	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	M
Subject	Clutch was replaced.				
Synopsis					
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/27/2015 06:26 PM	Open
04/27/2015 06:30 PM	Closed
05/07/2015 05:12 PM	Reopen
06/12/2015 10:08 PM	Closed

Initial Description

0415000000-Corporate,Recall,Default,Default,Default,Recall,Recall inquiry
0124100200-Product,Air Conditioning / Heater,Compressor/Clutch/R Valve,Defective,Default,Defective Compressor / Clutch / Reed Valve,Clutch was replaced.

Case Comments

Date	Comment
04/27/2015	Briefly summarize why the customer is contacting Chrysler: Customer states she is having a repeat concern with her vehicle. Agent advised the customer there are no recalls on the vehicle. Customer states she has been to the dealership several times for the same concern however the dealership is unable to duplicate the concern. Customer states she will be returning to the dealership tomorrow. Agent advised the customer to callback once she is at the dealership for her case to be further reviewed. Briefly summarize what the customer is expecting: Customer is seeking assistance with getting her vehicle concern addressed and resolved.
05/07/2015	Briefly summarize why the customer is contacting Chrysler: customer seeking to have the transmission issue resolved.CENTRAL MAINE CHRY DODGE [redacted] customer thinks theres a standard issue about the transmission in the vehicle. The transmission feels like its slipping, customer states unless technicians are driving the vehicle nothing gets completed. The issue was a repeating issue. Customer states they took the salesman for a ride. John SA CENTRAL MAINE CHRY DODGE JEEP states the vehicle was able to take the vehicle for a road test to see why this issue is occurring with the vehicle. Agent did advise that we will look into this issue get the concern resolved. Briefly summarize what the customer is expecting: the customer is expecting to have this vehicle issue resolved. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is xxx-xxx-xxxx Customer email address for case updates: [redacted] Would customer like to receive updates via text message? (Y/N) Mobile number: Who has possession of the vehicle? (Dealer) Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (N) If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date:5/7/2015 Time:1:00 Confirmed appointment at [dealer code] with [name] Is the customer in a rental? (Y/N) Who authorized? From what date? Reassigned to 88F
05/08/2015	********* Case Management - District Q ********* IN WARRANTY MVP: no service contracts Household: 2 new 0 used
05/08/2015	Status update provided via email to the following email address: [redacted] Hello, this is Michelle your case manager. This message is a confirmation that your case [redacted], was successfully escalated to me. My office hours are 8:30 AM Â– 4:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 40629. I will follow up Tuesday, May 12,2015. End of Status Update
05/12/2015	Writer attempted to contact SM.SM was not available. SW David stated the customer has taken her vehicle to the dealership for diagnosis. SW stated try calling back and speaking with SA John, was the one who last did a repair back in March.
05/12/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40629. The reason for the customer contact was to provide or request the following information: get more information, expectations

Date	Comment
05/14/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40629. The reason for the customer contact was to provide or request the following information: get more info what dLR?
05/14/2015	Status update provided via email to the following email address [redacted]. This is Michelle your case manager, regarding your 2014 Chrysler Town and country. I need to get a hold of you. So, I can assist with repairs regarding your vehicle. If I donÂ't hear from you by May 18, 2015, your case would be closed. My office hours are 7:30 AM Â– 4:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 40629. End of Status Update
05/14/2015	[redacted] called requesting to speak with a supervisor because her CM talks way to fast when leaving a messages and she is not able to understand her at all. Writer apologized and advised if the customer is willing to give her another change and customer agreed. Writer transferred call to CM for further assistance.
05/14/2015	Customer contacted writer. Customer stated she has been having transmission problems for a while. Customer stated she test drove the vehicle with a technician. Customer stated she has a diagnosis appointment scheduled for 05/18/2015. Customer stated she canÂ't be reached on Tuesday and Thursday. Customer also stated her sliding door on the passenger side makes a funky noise. Customer gave the approval on receiving text messages and emails. Writer will follow up on 05/20/2015.
05/20/2015	Writer contact SM John. SM stated they are working on the transmission. SM stated they are waiting on a part it should arrive on 05/21/2015. SM stated repairs should be completed no later than 05/22/2015.Writer will follow up on 05/22/2015.
05/20/2015	Writer attempted to contact customer. Customer has a voicemail that is not set. Writer was not able to leave customer a voicemail.
05/20/2015	Status update provided via email to the following email address [redacted].com Hello [redacted]. I spoke with the service manager. Service manager informed they are waiting for apart; part should arrive on 05/21/2015. Service manager stated repairs should be completed no later than 05/22/2015. I will follow up on 05/27/2015, to ensure repairs are to your satisfaction. If you have any questions you can contact me 800-763-8422 EXT 40629. End of Status Update
05/26/2015	Writer spoke with SM John. SM stated they replaced the clutch. SM stated customer picked up her vehicle on 05/22/2015. SM stated customer was in a rental for 5 days, no co-pay, RO # [redacted] and current mileage 20,389. SM stated customer brought back her vehicle. SM stated itÂ's an unrelated to her repairs. SM stated one of his techs was driving customer vehicle and he spilled soap. Customer brought her vehicle to get it cleaned.
05/26/2015	Was the customer in a rental? If yes, how many days? 5 days Did the customer have a co-pay? If yes, how much? no co-pay
05/26/2015	What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim?
05/26/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40629. The reason for the customer contact was to provide or request the following information: to ensure the repairs are to her satisfaction, writer will follow up on 5/28/2015
05/28/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40629. The reason for the customer contact was to provide or request the following information: to ensure repairs are to her satisfaction
05/28/2015	Customer left writer a voicemail. Customer stated she picked up her vehicle on Friday 05/22/2015. One of the DLR technician test drove the vehicle with the customer. Customer stated she had a full bottle of soap in her vehicle. When the technician drove like a jack rabbit, the bottle of soap opened and spilled soap all over her vehicle. Customer stated, she dropped of her vehicle to get it cleaned. Customer stated the DLR removed some metal silver and other stuff. Customer stated writer should follow up within a week to ensure her transmission is working properly. Since customer doesnÂ't have her vehicle at the moment.
06/04/2015	Writer attempted to contact customer however call was disconnected. Reason for calling to ensure repairs are to her satisfaction.
06/04/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40629. The reason for the customer contact was to provide or request the following information: to ensure repairs are to her satisfaction, writer will close case if writer doesnÂ't hear back from customer
06/04/2015	Status update provided via email to the following email address: [redacted], I just wanted to contact you to let you know we have confirmed the repairs with the dealership. As of this time we'll be closing your case. If you have any question or concerns in the near future please contact 800-247-9753 or contact your local Dealership. Thank you so much for being part of the CHRYSLER family. I hope you have a great day. End of Status Update
06/05/2015	With customer's permission, writer placed customer: [redacted] on hold to locate CM: MN578 Before writer could transfer customer to CM, customer disconnected the call.
06/10/2015	**********Addition to lines 154********** Customer contacted writer. Customer stated she wanted to keep her case open to make sure the repairs are to her satisfaction. Since her vehicle was getting detailed. Writer agreed. Writer will follow up on 06/10/2015.
06/10/2015	Writer contacted customer, customer requested a call back.
06/10/2015	Writer contacted customer. Customer stated her vehicle is working great but she wants to make sure there are no metal shavings in her transmission. Customer stated she contacted the DLR to see where she can check her transmission. Customer stated DLR informed her they placed a sealed transmission. Customer stated she has an appointment at 3:30 PM, to check if there are no more metal shavings. Customer will contact writer and provide an update.
06/11/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40629. The reason for the customer contact was to provide or request the following information: case will be closing, thank you for being part of the Chrysler family 800-247-9753
06/11/2015	Customer returned wirter call. Customer stated repairs are to her satisfaction.
06/11/2015	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
06/12/2015	Approved for closure.

Email(s)

Date	***Subject***	[redacted], I just wanted to contact you to let y	
From	***To***	***Sent Date/Time***	06/04/2015 20:40 PM

[redacted], I just wanted to contact you to let you know we have confirmed the repairs with the dealership. As of this time we'll be closing your case. If you have any question or concerns in the near future please contact 800-247-9753 or contact your local Dealership. Thank you so much for being part of the CHRYSLER family. I hope you have a great day.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RC1CG0ER	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/28/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/21/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	5,196 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	NORTH PORT	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	26723	DOUGLAS JEEP CHRYSLER DODGE		**Dealer Phone**	9414848300
Dealer Address	2382 SOUTH TAMIAMI TRAIL				
	VENICE		FL	34293 5017	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	Sliding Door Hardware - Buzz, Squeak, Rattles				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/28/2015 10:30 AM	Open
05/21/2015 01:20 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,Sliding Door Hardware - Buzz, Squeak, Rattles

Case Comments

Date	Comment
04/28/2015	CQI Survey Record Received - DATE : 04/28/2015 Survey Number Quality Survey ID Number: Survey Date : 04/24/2015 VIN Last 8 : ER CQI Comments : \placement of lift gate control
04/30/2015	Did Customer ask for call back? Yes Did Customer specify Email or Phone: Yes CustomerÂ's Preferred Method of Contact: Phone Preferred call back number is: Preferred Email address: net Mileage Updated? No Dealer code: 26723 Reason Codes Added? Yes Summarize Customer concern: - Driver's side rear sliding door. Squeaks when opening and closing Reassigned to: 86T
05/21/2015	***CASE UPDATE*** DEALER CONTACT Â– Writer contacted dealer DOUGLAS JEEP CHRYSLER and spoke with SA Drake who states that the customer was last there on January 3rd 2015 for an oil change and a sliding door issue. Writer thanked them for their time and ended the call.
05/21/2015	Status update provided via email to the following email address , My name is Brian, and I am following up on a survey that you recently completed regarding your 2014 CHRYSLER TOWN & COUNTRY. I have contacted DOUGLAS JEEP CHRYSLER, and spoken with Service advisor Drake, who has advised that the last time you were at the dealership was January 3rd 2015 for an oil change and a sliding door issue, however, you have not been back since, and the dealership was unaware that you were having issues with your vehicle. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Chrysler, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1.800.247.9753. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thank You, Brian End of Status Update

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

VIN	2C4RDGCG0FR[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/19/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/02/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	4,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	MIDLAND	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45031	ALL AMERICAN CHRYSLER DODGE JEEP R		**Dealer Phone**	4325223115
Dealer Address	3801 W WALL ST				
	MIDLAND		TX	79703 7711	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	K
Subject	customer looking for rental vehicle for appointment				
Synopsis					
Customer Anomaly					
Contact Reason	C184	Request For Rental Vehicle	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
05/19/2015 01:46 PM	Open
06/02/2015 03:09 PM	Closed

Initial Description

0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,customer looking for rental vehicle for appointment

Case Comments

Date	Comment
05/19/2015	Briefly summarize why the customer is contacting Chrysler: Customer stated he booked an appointment at dealership next Tuesday for cracking noise on passenger door and was looking for a rental vehicle while vehicle was being repaired. Customer stated dealership never had any loner vehicles. Briefly summarize what the customer is expecting: Customer is expecting vehicle to get fixed and a rental vehicle while vehicle is getting repaired. Agent called dealership to confirm appointment but got no answer twice. Agent advised customer agent will send case to rental department for the rental request. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [redacted] Reassigned to 86R
05/19/2015	DEALERSHIP CONTACT: ALL AMERICAN CHRYSLER JEEP DODGE at 432-522-3115 Left a message requesting a return call from either the SM or a SA at 1-855-675-9291 ext 4718201. Agent needs to confirm the customer has an appointment scheduled, as well as to inquire if we can get the customer in a rental when their vehicle is in for repair.
05/19/2015	*Email sent to SM Jeff: Hi Jeff, The above customer has contacted Customer Care advising that they have an appointment scheduled for next Tuesday, 5/26/2015 for an issue with a cracking noise in the passenger side door. They customer is requesting a rental vehicle while their vehicle is in for repair. Could you please confirm that the customer has an appointment scheduled, and also advise if we will be able to set the customer up in a rental? Thanks
05/19/2015	DEALERSHIP CONTACT: ALL AMERICAN CHRYSLER JEEP DODGE at 432-522-3115 Received messaging service again, however, did not leave a message.
05/20/2015	DEALERSHIP CONTACT: ALL AMERICAN CHRYSLER JEEP DODGE at 432-522-3115 No answer from Service Department.
05/20/2015	*Email sent to SM Jeff: Hi Jeff, could you please confirm the above customer has an appointment scheduled for next week? I also need to know if the customer will need a rental while the vehicle is at your dealership. Thanks
05/20/2015	Voice mail received from customer at 3:13 PM requesting a return call at [redacted]
05/20/2015	Customer called in seeking to speak with CM about a rental vehicle. Agent was not able to get ahold of CM and transferred customer to leave a VM. customer would like to document a call back request. DEALERSHIP CONTACT: ALL AMERICAN CHRYSLER JEEP DODGE at 432-522-3115 Left a message requesting a return call from either the SM or the SA at 1-855-675-9291 ext 4718201.
05/20/2015	*Email sent to GM Larry: Hi Larry, The above named customer has contacted Customer Care advising that he is having a concern with a cracking noise of the passenger side door of his vehicle. The customer advised he has an appointment scheduled for next Tuesday and is looking to be provided with a rental vehicle while his vehicle is at the dealership. Could you please confirm if the customer has an appointment scheduled, and if we will be able to provide him with a rental? Thanks
05/20/2015	CUSTOMER CONTACT: [redacted] at 832-805-3370 Left a message requesting a return call at 1-855-675-9291 ext 4718201.
05/20/2015	*Email received from GM Larry: Only if Chrysler is paying for the rental... Larry Hook
05/20/2015	Email to GM Larry: I will authorize the rental. I just need confirmation that it will be an overnight repair.
05/20/2015	*Email from GM Larry: It will be difficult for it to be an overnight repair... We currently have 500 vehicles in our shop...
05/20/2015	*Email to GM Larry: So, how long do you think the repair will take?
05/21/2015	Email received from GM Larry: Just depends on what is wrong with it
05/21/2015	Email reply from SM Jeff regarding lines 34-37: Yes, there is an appointment, probably will need a car.

Date	Comment
05/21/2015	Voice mail received from customer on 5/20/2015 at 4:16 PM requesting a return call at [redacted].
05/21/2015	CUSTOMER CONTACT: [redacted] at [redacted] Informed customer that I have been in email contact with both GM Larry and SM Jeff and they have confirmed that he has an appointment scheduled to bring his vehicle in on Tuesday. Advised customer that, once he takes his vehicle in to the dealership on Tuesday, he can contact me, and I will contact the dealership and authorize rental for him. Customer thanked agent.
05/21/2015	Email sent to SM Jeff: Thank you, will I be able to authorize rental for the customer when he brings his vehicle in?
05/22/2015	Email from SM Jeff: Yes
05/22/2015	Email sent to SM Jeff: Thank You. Will the vehicle be diagnosed on Tuesday? If so, will you please email me and provide the diagnosis so I know how long to authorize the rental for? Thanks
05/22/2015	*Email sent to DCP15:
05/26/2015	*Email sent to SM Jeff: Hi Jeff, Could you please advise if the customer's vehicle was brought in today for diagnosis? Thanks
05/27/2015	Email from SM Jeff: yes
05/27/2015	Email to SM Jeff: Was the customer provided with a rental?
05/27/2015	Email from SM Jeff: yes
05/28/2015	Email to SM Jeff: Hi Jeff, Can I please get an update on the diagnosis of the customer's vehicle? Thanks
05/28/2015	CUSTOMER CONTACT: [redacted] at [redacted]0 Left a message requesting a return call at 1-855-675-9291 ext 4718201.
05/29/2015	Email to SM Jeff: Hi Jeff, Can I please get an update on the customer's vehicle? Is there an ETA on the completion of the repair? Thanks
06/02/2015	Email from SM Jeff: Completed and ready
06/02/2015	CUSTOMER CONTACT: [redacted] at [redacted] Confirmed with customer that his vehicle has been repaired and returned to him and the repairs were completed to his satisfaction. Advised customer that his file will now be closed, however, if he has any further questions or concerns in the future, please don't hesitate in calling back in. Customer thanked agent.

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

VIN	2C4RDGCG5ER[redacted]	**Model Year**	2014	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/12/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/03/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	20,543 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City	JANESVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44991	DON MILLER DODGE CHRYSLER JEEP RAM		**Dealer Phone**	6082705000
Dealer Address	5802 ODANA RD				
	MADISON		WI	53719 1212	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	K
Subject	Wind Noise in Product				
Synopsis					
Customer Anomaly	Interior				
	Wind Noise				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	106	Wind noise issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/12/2015 10:30 AM	Open
07/03/2015 02:28 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative
0100006800-Product,Unknown,Unknown,Wind Noise,Default,Wind Noise in Product,Wind Noise in Product

Case Comments

Date	Comment
06/12/2015	CQI Survey Record Received - DATE : 06/12/2015 Survey Number [redacted] Quality Survey ID Numbe[redacted] Survey Date : 06/09/2015 VIN Last 8 : ER[redacted] CQI Comments : \I'd like to express my gratitude for the air bags working and comment on how much I enjoy my van. 608-295-4727
06/26/2015	Did Customer ask for call back? Yes Did Customer specify Email or Phone: Yes CustomerÂ's Preferred Method of Contact: Phone Preferred call back number is: [redacted] referred Email address: [redacted] Mileage Updated? No Dealer code: 44991 Reason Codes Added? Yes - Excessive wind noise. - The back passenger door has on occasion kind of gotten stuck when trying to open or won't open. Reassigned to: 861
07/03/2015	Customer states vehicle issues have been addressed and he likes the vehicle. NAN

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

VIN	2C4RC1BGXF[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/11/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/08/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	11,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City	TOLEDO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	JONNELL GARZA				
Customer Address					
Dealer	23432	YARK CHRYSLER-JEEP-DODGE-RAM-FIAT		**Dealer Phone**	4198417771
Dealer Address	6019 W CENTRAL AVE				
	TOLEDO		OH	43615 1803	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	D
Subject	message "key has left vehicle"				
Synopsis					
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/11/2015 08:42 PM	Open
09/08/2015 08:00 PM	Closed

Initial Description

0464000000-Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,message "key has left vehicle"
0108200200-Product,Electrical,Ignition System,Defective,Default,Ignition System - Defective,key fobs replaced twice
0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,sliding door not opening
0108200000-Product,Electrical,Ignition System,Other,Default,Ignition System - Inquiry,message "key has left vehicle"

Case Comments

Date	Comment
08/11/2015	Customer states that there is a message that the Â"key has left vehicleÂ" but she has photos showing the key is in ignition. The vehicle has been at 23432 since Thursday; they ordered a part that will be there Wednesday. They replaced 2 parts in the sliding door (it wouldnÂ't open from the outside except manually) and have replaced the key fobs twice. She has a rental that doesnÂ't fit her family. Josh is the SM. She has already spoken with an attorney who says it already qualifies for lemon law. Customer seeks to speak with a case manager. She wants to get rid of the vehicle without having to eat the price. . Customer informed a call back is required and will take place within 1-2 business days. Preferred back number is [redacted]Customer email address for case updates: [redacted] (her husband) Who has possession of the vehicle? Dealer This a request for Lemon Law. Reassigned to 91L
08/12/2015	********** 91L Review **********
08/12/2015	*********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
08/13/2015	******April with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact April directly at 214-583-2158. Thank You.******
08/13/2015	>Called dealer 23432 to inquire if the customer's vehicle is at the dealership. I was advised by the Receptionist all SA's are with customers. LVM for SA Doug R. to return my call. >Placed initial call to customer. I explained that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my name, number, and office hours. Customer stated the vehicle was taken to the dealership on 8/6 for a message stating the key has left the vehicle while the customer was driving. Customer stated she has also had two issues with the sliding door in the past. Customer stated she picked the vehicle up yesterday. I advised the customer I will review her case for all possible resolution. I advised the customer to test drive the vehicle to confirm repair. Customer agreed. **Follow up 8/19**
08/19/2015	>Called dealer 23432 to get RO information on the customer's vehicle. I was transferred to the VM of SA Doug Ritz. LVM requesting a return call. >Called customer and she stated the vehicle is going to have to go back to the dealership. Customer stated the vent is broken and it wasn't broken before. Customer stated the clock light is going in and out. I advised the customer I will schedule an appointment for her. Customer thanked me.
08/21/2015	>Called dealer 23432 to schedule an appointment for the customer but no one was available. LVM on Appointment line general mailbox requesting a return call. >Emailed customer.
08/21/2015	Status update provided via email to the following email address [redacted] Hel[redacted] I am reaching out to inform you I have reached out to Yark Chrysler-Jeep-Dodge to schedule an appointment for you but no one was available. I left a voicemail on the appointment line requesting a return call. Once the appointment has been scheduled, I will contact you. Thanks, April End of Status Update

Date	Comment
08/21/2015	>Received call from Sue at dealer 23432. Sue stated they are three (3) weeks out at the moment on appointments. Sue inquired about what the customer's concern. I advised Sue of the customer's concern. Sue stated the customer can bring the vehicle in on Saturday 9/5 at 9:00 a.m. I inquired if the dealership has on-site rentals. Sue stated they do but not on Saturday. Sue stated she can put the customer in a rental if the vehicle can be dropped off on Friday by 5:00 p.m. I provided Sue with the rental authorization number. >Emailed customer.
08/21/2015	Status update provided via email to the following email address: [redacted] Hello [redacted], I've spoken with Sue at Yark Chrysler-Jeep-Dodge and I have been advised they are a little backed up right now and the first available appointment is Saturday 9/5 at 9:00 a.m. I have authorized a rental for you but the rental is not available on Saturday. You will need to drop the vehicle off at the dealership on Friday 9/4 by 5:00 p.m. so you can pick up the rental. Please contact me if you have any questions. Thanks, April End of Status Update
09/04/2015	>Called dealer 23432 to inquire if the customer's vehicle has been dropped off but no one was available. LVM for Josh B. to return my call. >Called customer to see if she's had an opportunity to drop her vehicle off at the dealership. Customer stated she is not going to make in time because she lives across town. I advised I will contact the dealership and reschedule. Customer agreed. Customer stated the dealership damaged her dash as well. Customer stated there are scratches all over the dash like the dealership used a screwdriver to pop the dash out. I advised the customer I will make the dealership aware of the scratches as well. Customer thanked me. >Called dealer to schedule an appointment but Sue E. was unavailable. LVM requesting a return call.
09/08/2015	>Called dealer 23432 to schedule an appointment. I was transferred to the appointment line but no one was available. LVM requesting a return call. >Emailed customer.
09/08/2015	Status update provided via email to the following email address: [redacted] Hello [redacted], I contacted Yark Chrysler-Jeep-Dodge last Friday and again today to schedule an appointment for you. I left a voicemail on the appointment line requesting a return call. Once the appointment has been scheduled, I will contact you. Thanks, April End of Status Update
09/08/2015	**Have been waiting for customer to make appointment for three weeks. Closing**
09/10/2015	Sue at Yark Chrysler left message advising no active recalls for customer vehicle at this time.
10/29/2015	Customer contacted CAC attempting to reach CM who has not returned her phone call. Agent advised customer that we would update the file stating
10/29/2015	customer is seeking a callback. Customer also wanted to document that she is having a key issue for the fourth time and has an appointment on Tuesday November 3, 2015 to have it diagnosed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RDGCG2FR	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/12/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/12/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	2,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	23333	DAVE DENNIS CHRYSLER, JEEP, DODGE		**Dealer Phone**	9374295566
Dealer Address	4232 COLONEL GLENN HWY				
	DAYTON		OH	45431 1604	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/12/2015 04:05 PM	Open
08/12/2015 08:27 PM	Closed

Initial Description

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

Case Comments

Date	Comment
08/12/2015	Briefly summarize why the customer is contacting Chrysler: Customer called stating he recently started having issues with his power sliding doors; claiming they open when he uses his key fob or his upper console, but not when he tries to push the buttons on the inside by the doors. He claims he even flipped the child lock on one side to make sure but states it had no effect. Agent advised this is not normal operation and advised to have the DLR diagnose the concern. Agent contacted 23333 and spoke with SA Jacob who advised he could book an appointment for the customer. Agent advised if the vehicle has to stay more than a few hours to place the customer in a rental through D-15-15.
08/12/2015	Reassign to LC779 for Survey By-Pass No Diagnosis

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

VIN	2C4RC1GG2FR[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/26/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/03/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	10,368 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	[redacted]	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45445	WICKSTROM CHRYSLER JEEP DODGE		**Dealer Phone**	8473818850
Dealer Address	660 W NORTHWEST HWY				
	BARRINGTON		IL	60010 2730	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	A
Subject	Rear sliding doors are difficult to open/close				
Synopsis					
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/26/2015 10:30 AM	Open
09/03/2015 01:50 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108600000-Product,Electrical,Radio/Spkrs/Clock/Antenna,Other,Default,Radio/Spkrs/Clock/Antenna - Inquiry,Front seat audio/entertainment/navigation controls/menus broken/not worki
0108015700-Product,Electrical,Navigation System,Intermittent/Cuts In and Out,Default,Navigation System - Intermittent/Cuts In and Out,Navigation system freezes-up/will not work.
0123031110-Product,Body / Trim / Paint Finish,Body Hardware,Broken, Cracked,F. Door-Driver,Left Front Door Hardware - Broken, Cracked,Automatic headlights broken/not working.
0100006800-Product,Unknown,Unknown,Wind Noise,Default,Wind Noise in Product,Excessive wind noise.
0123025600-Product,Body / Trim / Paint Finish,External Ornamentation,Misaligned / Poor Fit,Unknown,External Ornamentation - Misaligned / Poor Fit,Abnormal squeaks/rattles/noises coming from rear sliding doors
0123020000-Product,Body / Trim / Paint Finish,External Ornamentation,Other,Unknown,External Ornamentation Inquiry,Rear sliding doors are difficult to open/close

Case Comments

Date	Comment
08/26/2015	CQI Survey Record Received - DATE : 08/26/2015 Survey Number [redacted] Quality Survey ID Numbe[redacted] rvey Date : 08/25/2015 VIN Last 8 : FR[redacted] CQI Comments : \1-708-645-7741
08/26/2015	---------- CQI Did Customer ask for a call back? YES Did Customer specify Email or Phone: NO CustomerÂ's Preferred Method of Contact: N/A Preferred call back number is: [redacted] Preferred Email address [redacted] Mileage Updated? More than 10,000. Dealer code: 45445 Summarize Customer concern: Rear sliding doors a[redacted] normal squeaks/rattles /noises coming from rear sliding doors. Excessive wind noise. Headlights aimed incorrectly. Automatic headlights broken/not working. Front seat audio/entertainment/navigation controls/menus broken/not working. Navigation system freezes-up/will not work. Reassigned to: 861
09/03/2015	***CASE UPDATE*** DEALER CONTACT Â– Writer contacted dealer WICKSTROM CHRYSLER JEEP 45445, Phone number 847-381-8850 and spoke with SA Kim who states that the customer has not been back to them since time of sale. Writer thanked them for their time and ended the call.

Date	Comment
09/03/2015	Status update provided via email to the following email address [redacted]Y, My name is Brian, and I am following up on a survey that you recently completed regarding your 2015 CHRYSLER TOWN & COUNTRY. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Chrysler, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1.800.247.9753. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thank You, Brian End of Status Update

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RDGEG5FR	Model Year	2015	Brand	CHRYSLER
Body	RTKX53	Vehicle	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/27/2015	CAIR Type	Regular	Status	Closed
Close Date	09/01/2015	Origin	Telephone	Reason	New Problem
Mileage	32 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	42604	DAVE SMITH MOTORS		Dealer Phone	2087841208
Dealer Address	210 NORTH DIVISION				
	KELLOGG		ID	83837 2306	USA
Dealer Zone	West	Sales District		Service District	A
Subject	Continuous Quality Insight				
Synopsis					
Customer Anomaly					
Contact Reason			Customer Anomaly		
Reason Code	After Sales - Information & Assistance Requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
08/27/2015 10:30 AM	Open
09/01/2015 06:05 PM	Closed

Initial Description

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

Case Comments

Date	Comment
08/27/2015	CQI Survey Record Received - DATE : 08/27/2015 Survey Number : Quality Survey ID Number: Survey Date : 08/25/2015 VIN Last 8 : F CQI Comments
08/27/2015	Did Customer ask for call back? (Yes/No) yes Did Customer specify Email or Phone: (Yes/No) yes CustomerÂ's Preferred Method of Contact: phone or e-mail. Preferred call back number is Preferred Email address Mileage Updated? (Yes/No) 7,000-9,999. Dealer code: 42604 Summarize Customer concern: Hood latch is broken/not working properly. Transmission makes abnormal/excessive noises. Blind spot monitoring/warning system is broken/not working. Excessive wind noise. Abnormal squeaks/rattles/noises coming from hood. Shift between gears is rough/harsh under normal driving conditions. Hesitation or delay when shifting between gears. Tire pressure monitoring system broken/not working. Rear sliding doors are broken/not working. Reassigned to: 861
09/01/2015	***CASE UPDATE*** DEALER CONTACT Â– Writer contacted dealer DAVE SMITH MOTORS 42604, Phone number 208-784-1208and spoke with SA Chris who states that the customer has only been in a few days after sale for window tint. Writer thanked them for their time and ended the call.
09/01/2015	Status update provided via email to the following email address: My name is Brian, and I am following up on a survey that you recently completed regarding your 2015 DODGE WAG GRAND CARAVAN. I have contacted DAVE SMITH MOTORS, and spoken with Service advisor Chris, who has advised that the dealership was unaware that you were having issues with your vehicle. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Dodge, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1.800.423.6343. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thank You, Brian End of Status Update

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RC1BG8EF	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/02/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2015	**Origin**	Telephone	**Reason**	New problem
Mileage	32,780 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	OKLAHOMA CITY	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44554	DAVID STANLEY DODGE LLC		**Dealer Phone**	4057373700
Dealer Address	7609 S E 29TH STREET				
	MIDWEST CITY		OK	73110 5802	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	P
Subject	The sliding door does not open or close properly				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/02/2015 11:02 PM	Open
10/06/2015 02:28 PM	Closed
09/29/2018 03:38 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,The sliding door does not open or close properly

Case Comments

Date	Comment
10/02/2015	Briefly summarize why the customer is contacting Chrysler:Customer states they have gone to the dealer 2 times now for sliding door issues that are still not resolved. Customer is at the dealer and seeks rental as the dealer will further diagnose the issues Monday. As the SM is gone agent consulted TL LC779 and received 3 days of rental authorized for customer. Agent called the dealer and spoke with the service receptionist and informed of the rental authorized for customer and she informed the SA who could not come to the phone. Agent was informed enterprise was closed for the day already and informed customer they will need to see the dealer in the morning for rental and customer understood. Agent provided the case number. Briefly summarize what the customer is expecting: rental vehicle
10/06/2015	DM NOTES ADDED.

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

VIN	2C4RC1BG1FR[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/09/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/17/2015	**Origin**	Telephone	**Reason**	New problem
Mileage	4,171 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BRIDGEWATER	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60507	LICCARDI CHRYSLER DODGE RAM		**Dealer Phone**	7327527373
Dealer Address	130 ROUTE 22 WEST				
	GREEN BROOK		NJ	08812	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	Electrical - Intermittent or Inoperative				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/09/2015 09:38 PM	Open
10/29/2015 03:09 PM	Closed
11/04/2015 09:19 PM	Reopen
11/17/2015 03:07 PM	Closed
09/29/2018 03:21 PM	Closed

Initial Description

0108005700-Product,Electrical,Unknown,Intermittent or Inoperative,Default,Electrical - Intermittent or Inoperative,Electrical - Intermittent or Inoperative

Case Comments

Date	Comment
10/09/2015	Briefly summarize why the customer is contacting Chrysler: Customer states that his vehicle has been at the DLR for a month. Customer states that they took it to the DLR for electrical issues. Customer states that the lights were going on and off, locks locking and unlocking. Customer states that the radio turns on and off as well as the EVIC system. Customer states that he has been in the rental. Customer states that the SM of the DLR advised to contact CAC and try and get a new vehicle. Customer states that the DLR has given him no indication that it will be fixed any time soon. Customer states that he has no confidence that this issue is going to be resolved properly. Customer states that he has been paying for a vehicle that he cannot drive. Customer states that the SM at the DLR has not really been helpful in providing him information. Briefly summarize what the customer is expecting: Customer seeking Customer informed a call back is required and will take place within 1-2 business days. Preferred Morning/Midday call back number is [redacted] referred Afternoon/Evening call back number is [redacted] Customer email address for case updates: [redacted] Who has possession of the vehicle? (Dealer) Is this a request for Lemon Law, buy-back or replacement? YES Reassigned to 91L
10/12/2015	********** 91L Review **********
10/12/2015	*********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
10/13/2015	**Courtney with the I2R Customer Resolution Team is responsible for this CAIR. If the customer should call, please direct them to contact Courtney at my direct number 214-689-7950 and provide them my hours of operation Monday-Friday 9:30am-6:00pm CST. Thank you.**
10/13/2015	- Called the dealer and spoke to SM Robert ,TS Joe came and advised them to replace the wiring harness in the vehicle. SM stated that they would test drive the vehicle today, tonight and then tomorrow too. - - Called the customer at [redacted] and he stated that he needed me to contact his wife at the alternate number because he was at work. Thanked him and ended the call. - - Called the customers wife [redacted] and I explained that this case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my hours and a number for questions. I advised the customer that the SM Robert had a TS come to the dealer and advise them to replace the wiring harness. I advised that the dealer would test driving the vehicle more to determine if the vehicle is repaired. I advised that I would review the case for all possible resolutions, compensation for the days out of the vehicle possible trade assistance or a replacement vehicle. Customer understood. I advised that I would like for her to pick up the vehicle from the dealer and then I can provide resolution if she is satisfied with the repairs on the vehicle. I advised that I would follow up with her on Friday. Customer understood and ended the call.
10/19/2015	- Called the dealer and spoke to SA Scott, updated the RO history. SA stated that the customer picked up the vehicle on Friday evening. Thanked him and ended the call. - Called the customer at [redacted] and LVM advising that I was trying to find out how the vehicle was performing,I advised that I would follow up with her on Wednesday, left my direct contact number

Date	Comment
10/22/2015	- Called the customer and she stated that the vehicle was running great until today the left passanger door got stuck and the dash lights were flashing and not reading the mileage and fuel gauge for a few seconds. Customer stated that she has to speak to the her husband about getting the vehicle back in for repairs to coordinate their schedules. I advised that once she is able to get the vehicle in to let me know. Customer stated that the SM stated that the next available appointments were on Thursday and Friday. Customer stated that she would call me once she speaks to her husband.
10/28/2015	- Called the customer at [redacted] and LVM advising to contact when the vehicle was back in for repairs, left my direct contact number
11/04/2015	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By-Pass
11/04/2015	>>>>> A new I2R Case has been opened to further assist customer. Original CAIR number is the same.
11/05/2015	**Courtney with the I2R Customer Resolution Team is responsible for this CAIR. If the customer should call, please direct them to contact Courtney at my direct number 214-689-7950 and provide them my hours of operation Monday-Friday 9:30am-6:00pm CST. Thank you.**
11/05/2015	- Called the dealer and spoke to the SA Robert, he stated that the vehicle was not there the customer picked up the vehicle already. SA stated that they performed a quick learn on the computer in the vehicle. Updated the RO history. Thanked him and ended the call. - Called the customer and she stated that the vehicle was back at her home the dealer stated that they fixed the door on the vehicle. Customer stated that the issue with the door was something that happened intermittently so she will not know if it was fix until it happens again. I advised that I can give her some time to drive the vehicle and then I will follow up with her on Monday and if she was not having any other issues with the vehicle then I can provide her with resolution on her case. Customer understood and ended the call.
11/09/2015	****** Below Customer Contacted for Documentation Request ******[redacted] on 2015-11-09 @ 13:18
11/09/2015	- Called the customer at [redacted] and she stated that they had driven the vehicle and she had not experienced any issues. Customer stated that her monthly payments were $220. I advised that as a final resolution on the case I would like to offer her 2 monthly payments as reimbursement. Customer thanked me. I advised that I can send her a documentation link to scan the finance statement back to me or she can fax the document to me. Customer stated that she would scan the document back to me. I advised that was fine. Verified her email address and home address. Customer understood. I advised that if she has issues in the future that she can reach out to me. Thanked her and ended the call.
11/10/2015	***** Customer Document Received *****
11/13/2015	****** Below Customer Contacted for Documentation Request ****** cwalker@impartialservice.com on 2015-11-13 @ 15:12
11/17/2015	Writer is suggesting reimbursement as a goodwill gesture for customer satisfaction. CustomerÂ's proof of payment attached to CAIR (Y/N): Y Mileage: 4955 Date of repair(s): 11/5/15 Additional pertinent information: Offered to reimburse 2 payments of $211.11= $422.22 for 2 repairs on electrical, vehicle down 35 days. Writer is submitting check for approval in the amount of: $422.22 CNA flag (Y/N): N

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RDGBG2FR	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/17/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/17/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	17,437 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	PRESCOTT VALLEY	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	45604	LARRY H. MILLER DODGE RAM AVONDALE		**Dealer Phone**	6239250011
Dealer Address	10101 W. PAPAGO FREEWAY				
	AVONDALE		AZ	85323 5306	USA
Dealer Zone	West	**Sales District**		**Service District**	M
Subject	Will not open from inside.				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/17/2016 04:00 PM	Open
01/17/2016 04:03 PM	Closed
09/29/2018 05:49 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Will not open from inside.

Case Comments

Date	Comment
01/17/2016	Customer is calling Chrysler today because he is working and driving people around and constantly has to get out to let them out of the vehicle as the doors are not opening from the inside as if the child locks are on but the vehicle doesn't have the switch on the door for the child locks. Customer is seeking information getting sliding doors open from the inside. Agent advised Customer that the only troubleshooting we have is switching the child lock switch on the door, pushing the on off button for the sliding door lock. Customer states that the vehicle is equipped with neither of these features. Agent advised Customer of the fuel door not being closed properly. Customer states that it is. Agent advised that at this point the vehicle will need to be looked at by the dealership. Customer understood.

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

VIN	2C4RDGEG2ER[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/10/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/18/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	34,178 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	OSWEGO	**Caller Country**	USA	**Caller Postal Cod**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68010	RIVER FRONT CHRYSLER JEEP DODGE		**Dealer Phone**	6309071700
Dealer Address	200 HANSEN BOULEVARD				
	NORTH AURORA		IL	60542 8920	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	Sliding Door Hardware - Misaligned / Poor Fit				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/10/2016 10:30 AM	Open
02/18/2016 10:13 PM	Closed
09/29/2018 01:20 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,Sliding Door Hardware - Misaligned / Poor Fit

Case Comments

Date	Comment
02/10/2016	CQI Survey Record Received - DATE : 02/10/2016 Survey Number [redacted] uality Survey ID Number [redacted] Survey Date : 02/09/2016 VIN Last 8 : ER[redacted] CQI Comments : \Sliding door and brakes
02/11/2016	Reason for Customer contact: Vehicle requires diagnosis for unresolved issue Vehicle concerns: Rear sliding doors are broken/not working - "Gets stuck and dealer cannot fix it because it doesn't happen at dealer even though I recorded it on my phone they won't fix it" Telephone[redacted] Email[redacted] Reassigned to 861
02/18/2016	DLR could not duplicate, deemed operates as designed.

New Customer Assistance Inquiry Record (CAIR)#					28755224
VIN	2C4RDGCG3ER[redacted]	Model Year	2014	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	02/16/2016	CAIR Type	Regular	Status	Closed
Close Date	02/17/2016	Origin	Telephone	Reason	New problem
Mileage	40,582 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	BRIDGETON	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	65138	ATLANTIC CHRYSLER JEEP DODGE RAM F		Dealer Phone	6096468600
Dealer Address	6820 TILTON RD				
	EGG HARBOR TOWNSHIP		NJ	08234 4400	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	B
Subject	customer states passenger side door is not opening.				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/16/2016 09:04 PM	Open
02/17/2016 09:51 PM	Closed
09/29/2018 12:26 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,customer states passenger side door is not opening.

Case Comments

Date	Comment
02/16/2016	Briefly summarize why the customer is contacting Chrysler: customer contacted stating that the vehicles power sliding door on the passenger side door does not open and that she needs to replace the actuator. customer seeking cost assistance with the repair. Briefly summarize what the customer is expecting: cost assistance. Agent advised customer that we would need to contact the dealership to find out what is going on with the vehicle. Agent tried contacting ATLANTIC CHRYSLER-JEEP to speak with a SA. Agent couldn't reach anyone as they were all busy. Agent advised customer that we would need to send the case up to the resolution team to contact the dealership to see about the possibility of them assisting with the cost of the repair. Reason for Dealer Contact: to find out what is going on with the vehicle and to see if they can provide cost assistance. Dealer Code: 65138 Dealer Personnel Required: SM Customer's Preferred Method of Contact: phone or e-mail Customer Phone Number (Morning)[redacted] Customer Phone Number (Evening):[redacted] Customer Email address: [redacted] Reason for assigning to Resolution Team: to find out what is going on with the vehicle and to see if the SM is willing to offer goodwill. Assigned to 86T
02/17/2016	***Reassign to ML1729*** Please refer to Answer ID 24109

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

VIN	2C4RDGCG7FR[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/04/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/13/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	WASHINGTON	**Caller Country**	USA	**Caller Postal Code**	2[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60433	CRISWELL CHRYSLER JEEP DODGE RAM		**Dealer Phone**	3019480880
Dealer Address	84 BUREAU DR				
	GAITHERSBURG		MD	20878 1452	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	O
Subject	sliding door				
Synopsis	CQI, customer was advised to take the vehicle to the dealership for diagnosis.				
Customer Anomaly	Steering / Suspension				
	Shock Absorbers				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	87	Shock absorbers issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/04/2016 10:30 AM	Open
04/13/2016 12:50 PM	Closed
09/29/2018 01:38 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0109000000-Product,Engine,Unknown,Other,Default,Engine Inquiry,poor oil consumotion
0100009400-Product,Unknown,Unknown,Buzz, Squeak, Rattle,Default,Buzz, Squeak, Rattle in Product,sliding door

Case Comments

Date	Comment
04/04/2016	CQI Survey Record Received - DATE : 04/04/2016 Survey Number : [redacted] Quality Survey ID Number [redacted] Survey Date : 04/03/2016 VIN Last 8 : FR[redacted] CQI Comments : [redacted]
04/05/2016	Did Customer specify Email or Phone: Phone Customer's Preferred Method of Contact: Phone Preferred call back number is [redacted] Preferred Email address [redacted] Mileage Updated? n/a Dealer code:60433 Reason Codes Added? Yes Summarize Customer concern: Entertainment/Navigation System/Connectivity>Navigation System> Light switches/controls Abnormal squeaks/rattles /noises coming from rear sliding doors.Rear sliding doors are difficult to open/close. Rear sliding doors are difficult to open/close Engine power is less than expected Exterior light controls work properly, but difficult to understand/use; in a poor location Reassigned to 861
04/13/2016	Status update provided via email to the following email address [redacted] am following up with you regarding a survey you recently completed regarding your 2015 Dodge Grand Caravan one way we have to learn of problems that may develop and improvements desired by customers. I see by your survey that you have not taken your vehicle to the dealership to have the concerns diagnosed. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Dodge, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at: 800-423-6343. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thank You, Barb End of Status Update

New Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RDGCG7ER	**Model Year**	2014	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/27/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/16/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	KETTLE FALLS	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	60403	TOWN CHRYSLER JEEP DODGE RAM		**Dealer Phone**	5098889595
Dealer Address	1001 N MILLER ST				
	WENATCHEE		WA	98801 1511	USA
Dealer Zone	West	**Sales District**		**Service District**	N
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis	CQI unable to reach customer, agent will send No contact email				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/27/2016 06:33 AM	Open
06/16/2016 03:49 PM	Closed
09/29/2018 12:44 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108010000-Product,Electrical,Navigation System,Unknown,Default,Navigation System - Inquiry,Navigation System - Inquiry
0123000200-Product,Body / Trim / Paint Finish,Unknown,Defective,Unknown,Body / Trim / Paint Finish - Defective,trunck will not stay open
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
05/27/2016	CQI Survey Record Received - DATE : 05/27/2016 Survey Number Quality Survey ID Number Survey Date : 05/25/2016 VIN Last 8 : ER CQI Comments : \I would like my vehicle fixed or replaced. I woul d like to be paid damages suffered by the lack of use of features I paid for when I purchased my vehicle. This vehicle started having issues when it was less than 3 months old. It was purchased as a new vehicle not used. Thank s, Angel
06/10/2016	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative Did Customer ask for call back? Yes Did Customer specify Email or Phone: Yes Customer's Preferred Method of Contact: Phone Preferred call back number is: Preferred Email address Mileage Updated Yes Dealer code: TOWN CHRYSLER JEEP DODGE RAM 60403 Summarize Customer concern: The trunk is broken. It does open but does not stay open. It immediately begins to close. This issue started only about 2 months after I bought my new vehicle. I have been unable to schedule an appointment with a dodge service center because of the location of the service center and they are always too busy. The service center is 2.5 (two and half) hours away from my home,Sometimes the sliding door does not open until after a number of tries. Entertainment/Navigation System/Connectivity.
06/10/2016	****CUSTOMER CONTACT: ***** Agent unable to reach customer on 6/10/16 at 7:00pm, agent left voicemail for customer callb
06/16/2016	****CUSTOMER CONTAC ***** Agent unable to reach customer on 6/16/16 at 11:42 am, agent will send a No contact email. **********
06/16/2016	Status update provided via email to the following email address: call My name is Bonnie, and I on a survey that you recently completed regarding your 2014 Dodge Grand Caravan. I have attempted to contact you at nd left messages requesting a call back to discuss your concerns further, however I have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Also we would like to remind you of your incomplete recall R62 please call for details or seek assistance at the dealership. If you require further assistance from Dodge, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-726-4636. Thank You, Bonnie Dodge Customer Assistance End of Status Update
06/16/2016	*APPEND Caller seeking compensation for the $7000 cost difference during vehicle trade-in. Customer lives too far away from closest DLR to retain vehicle and keep up any service or maintenance. Agent researched, advised that no assistance with this financial issue could be provided. Agent detailed recall on vehicle at customer request.

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

VIN	2C4RDGEG4ER[redacted]	**Model Year**	2014	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/27/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/20/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	PUEBLO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45349	COLORADO SPRINGS DODGE		**Dealer Phone**	7194758550
Dealer Address	7455 AUSTIN BLUFFS PKWY				
	COLORADO SPRINGS		CO	80923 9272	USA
Dealer Zone	Denver	**Sales District**		**Service District**	E
Subject	connection is broken/not working				
Synopsis					
Customer Anomaly	Uconnect / Infotainment				
	USB Port Functionality				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	74	Radio USB Port issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/27/2016 06:35 AM	Open
07/20/2016 10:00 PM	Closed
09/29/2018 01:04 PM	Closed

Initial Description

0450110101-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Customer Contact Complete,Continuous Quality Insight - Customer Contact Complete,CQI outbound CAIR
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0124000000-Product,Air Conditioning / Heater,Unknown,Other,Default,Air Conditioning / Heater Inquiry,Air filter
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Rear sliding doors are broken/not working
0108631000-Product,Electrical,uConnect Cellular System,USB Port Functionality,Default,uConnect - USB Port Functiionality,connection is broken/not working

Case Comments

Date	Comment
05/27/2016	CQI Survey Record Received - DATE : 05/27/2016 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 05/15/2016 VIN Last 8 : ER[redacted] CQI Comments : [redacted]
06/16/2016	Did Customer ask for call back? Yes - Automatically populated by customer Did Customer specify Email or Phone: Yes Customer's Preferred Method of Contact: phone only. Preferred call back number is: [redacted] referred Email address: [redacted] Mileage Updated? Yes - Automatically populated by customer Dealer code: 45349 Reason Codes Added? Yes Summarize Customer concern: - connection is broken/not working -Rear sliding doors are broken/not working - Air filter -Rear seat entertainment media port connections broken/not working Reassigned to: 861
07/20/2016	*** Below message was sent to customer *** Email: on 07/20/2016 at 06:10 PM Confirmation received of completed CQI survey.Customers that provided valid email addresses were contacted to thank them for completing the survey and to contact Customer Care if further assistance is required. Should customer contact CAC requesting further assistance, handle as per AC 23988 and normal customer contact handling procedures. System Closure of CAIR. *** End of Message ***

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

VIN	2C4RDGCG3ER[redacted]	**Model Year**	2014	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/01/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/20/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	54,268 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	NEW YORK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60234	RIVERDALE CHRYSLER JEEP		**Dealer Phone**	7185482800
Dealer Address	5869 BROADWAY				
	BRONX		NY	10463 2473	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	he cannot control the AC in the rear of the vehicle				
Synopsis	Customer was having problems with the Uconnect system as well as a door that was slamming shut.				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/01/2016 12:51 PM	Open
06/20/2016 09:27 PM	Closed
09/29/2018 03:06 PM	Closed

Initial Description

0124760000-Product,Air Conditioning / Heater,Auto Temp Control System,Other,Default,Auto Temp Control System-Inquiry,he cannot control the AC in the rear of the vehicle
0124760000-Product,Air Conditioning / Heater,Auto Temp Control System,Other,Default,Auto Temp Control System-Inquiry,he cannot control the AC in the rear of the vehicle

Case Comments

Date	Comment
06/01/2016	Briefly summarize why the customer is contacting Chrysler: Customer states that he purchase a vehicle which he cannot control the AC in the rear of the vehicle. Customer states that the DLR advised him that this is not covered under his SC or his recall. Customer states that the door is making a bang noise when closing. Customer states that he spoke with SA Jennifer who states that the issue is not covered under the SC. Briefly summarize what the customer is expecting: Customer is seeking a complaint put into the DLR Agent advised [redacted] contacted. Agent contacted to verify if this issue is a repeat recall or why SC does not cover this. Agent contacted [redacted] Agent spoke with SM Frank. SM states that issue is not recall related. SM states that customer will have to bring the vehicle in for diagnosis. SM states that customer states that customer has not addressed this issue at the DLR previously. SM states that customer will have to pay for diagnosis for SC to be reviewed. Agent advised customer that a diagnosis fee will need to paid to verify the issue. Agent advised if the issue could possibly be covered under his SC. Agent advised customer once a diagnosis has been made a contact back if the issue is not being resolved.
06/01/2016	Customer called stating they paid for a diagnosis and was informed that they are not covered. The customer believes the DLR is giving them the runaround and thinks the repair should be covered as they purchased the vehicle less than two months ago.
06/01/2016	Customer advised that they will be contacted within one (1) business day, by COB their time
06/01/2016	Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] Customer email address for case updates [redacted] would customer like to receive updates via text message? (N) Mobile number: Who has possession of the vehicle? (Dealer) Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y) If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 60234 If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: Time: Confirmed appointment at [dealer code] with [name] Is the customer in a rental? (N) Who authorized? From what date? Reassigned to 88F
06/02/2016	Please escalate up to 88F for further assistance.
06/03/2016	Customer says that he has had issue with the A/C since temperature. Customer says just heat into the back. Customer says that it had his daughters in the back, he had turned on the A/C on, and the girls had to open the windows for it was to hot. Customer says that his vehicle is at the DLR.

Date	Comment
06/03/2016	Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] Customer email address for case updates: [redacted] Would customer like to receive updates via text message? (Y/N) Mobile number: [redacted] Who has possession of the vehicle? (Dealer Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y If a CDJR dealer has diagnosed within 30 days, what is the dealer name Riverdale Chrysler or code 60234 If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: 05/31/16 Time: Confirmed appointment at [dealer code 60234 with [name SM Frank From what date? Reassigned to 88F
06/03/2016	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2016-06-03 @ 09:53
06/06/2016	* * * * * * * * * Case Management - District T * * * * * * * * * Loyalty Snapshot: OOW: 18,268 miles MVP: CPW710N - CERTIFIED PRE-OWNED LIMITED WARRANTY - 7 Household: 0 New, 2 Used
06/06/2016	Writer attempted to contact DLR however line could not be connected due to all circuits being busy, per phone company.
06/07/2016	Agent attempted to contact dealer Service Advisor Derek, however, SA not available. Left message for a return call at extension 40525 The reason for the dealer contact was to provide or request the following information: Diagnosis and case direction, time
06/07/2016	Writer spoke to customer who advised that he spoke to Bobby at DLR who advised that vehicle would be fixed under warranty.
06/08/2016	***SA Guadalupe*** Writer spoke to SA Guadalupe who advised that work on the ac hosing has been approved under warranty
06/09/2016	Writer spoke to customer to advise of repair work under progress, lines 86-87
06/10/2016	Was the customer in a rental? No Did the customer have a co-pay? $100.00 What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. Yes Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Yes
06/10/2016	Writer spoke with customer to advise that vehicle is completed and ready to be picked up.
06/16/2016	Writer spoke with customer who advised that all repairs are up to expectation and case can be moved to closure. advised of the survey and brand line.
06/16/2016	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

New Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RDGBG5FR	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/08/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/08/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	44,887 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MANAWA	**Caller Country**	USA	**Caller Postal Code**	5
Customer					
Customer Address					
Dealer	42662	Petersen Chrysler Dodge Jeep Ram		**Dealer Phone**	7152583232
Dealer Address	1407 ROYALTON ST				
	WAUPACA		WI	54981 1610	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	J
Subject	engine stays running when key off				
Synopsis					
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/08/2016 06:54 PM	Open
09/08/2016 12:40 PM	Closed
09/29/2018 02:25 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,engine stays running when key off
0114600000-Product,Fuel System,Fuel Tank,Other,Default,Fuel Tank Inquiry,Fuel Tank Inquiry
0109004200-Product,Engine,Unknown,Check Engine Lamp On/Flashing,Default,Check Engine Lamp On/Flashing,Check Engine Lamp On/Flashing
0108209100-Product,Electrical,Ignition System,Overheated,Default,Ignition System - Overheated,non start
0109009100-Product,Engine,Unknown,Overheated,Default,Engine - Overheated,engine stays running when key off

Case Comments

Date	Comment
07/08/2016	Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number i[redacted] referred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? (Owner/ Reassigned to 91L
07/08/2016	The customer states the vehicle is overheating because it does not shut down when the ignition is turned off and when he tries to start it he has to hold the key down for a length of time to get it to start. The customer believed the file had already been sent up for review for buyback because he initially called to see what would be allowed for trade in under buy-back because of the frequent repair issues.
07/09/2016	This vehicle does not meet the criteria for escalation to 91L.
07/13/2016	The agent attempted to reach customer to advise of line 19, unable to reach. 1rst attempt. Would the next agent advise the customer of line 19 if the customer should call in.
07/19/2016	Reason for special handling request: Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is Customer email address for case updates [redacted] Would customer like to receive updates via text message? (yes Mobile number [redacted] Who has possession of the vehicle? (Owner/ Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: Time: Confirmed appointment at [dealer code] with [name] Is the customer in a rental? (Y/N) Who authorized? From what date? Customer advised that they will be contacted within one (1) business day, by COB their time Assigned case to [Inbasket] for Special Handling Reassigned to 88f
07/19/2016	Dealer code 42662 Dealer Name : NEUVILLE CHRYSLER DODGE JEEP, LLC Dealer Phone : 715-258-3232
07/19/2016	********* Case Management - District 51P ********* WITHIN POWERTRAIN WARRANTY, OOW BY 4000 MILES 3/36 MVP: 5 YEARS / 75,000 MILES POWERTRAIN CARE Household: 1 NEW, 1 USED
07/19/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40761. The reason for the customer contact was to provide or request the following information: Initial contact, customer expectations.
07/21/2016	CM attempted to contact customer [redacted] and the line seemed to pick up but there was silence, no message. CM attempted to contact customer at [redacted] and got a message that the voicemail had not been set up.
07/21/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40761. The reason for the customer contact was to provide or request the following information: Unable to reach customer a[redacted] VM not set up) also called [redacted] but line picked up and there was no greeting. Left message for call back if it was recording.
07/21/2016	Customer STEVEN HEIMBRUCH : calling to speak with CM. Writer transferred customer to: at extension: 40761

Date	Comment
07/21/2016	CM spoke with customer and [redacted] is the number to reach customer. Customer states that when the key is turned off the vehicle kept running and the fans shut off making the engine overheat. The customer contacted the dealer he purchased the vehicle from (S&L Motors in Palaski, WI) and he "got nowhere". The vehicle overheated near his home and he took it to the nearest DLR (42662 NEUVILLE CHRYSLER DODGE JEEP, LLC) and they told him to contact Chrysler for buyback assistance. CM told customer that any buyback consideration is done through the dealer but would call the DLR to find out what is going on with the repairs.
07/21/2016	CM contacted DLR SA Rich and he said that they were unable to duplicate issue of no-start or no-shutdown of engine and there were no codes. SA Rich will open a STAR case.
07/21/2016	Task To Dealer: Please open a STAR case. Thanks, Rich. Task Type: STAR case opened
07/21/2016	[redacted] called to speak with CM JB2634. With customer's permission, writer transferred customer to CM's voice mail, as CM is not currently available.
07/21/2016	Status update provided via email to the following email address: JB2634@chrysler.com,SM1799@chrysler.com,mk1154@chrysler.com Customer requested call back End of Status Update
07/21/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40761. The reason for the customer contact was to provide or request the following information: CM left VM stating that we spoke with the DLR 42662 Neuville Chrysler and asked that SA Rich open a STAR case to help diagnose the vehicle. CM stated that we would follow the case and contact customer if anything developed and no later than 07/28/2016. CM asked that customer keep in contact with the DLR to follow diagnosis/repair progress.
07/28/2016	CM contacted dealership, dealership stated customers concern could not be duplicated and customers vehicle is no longer at dealership.
07/28/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40699. The reason for the customer contact was to provide or request the following information: looking to assist
08/02/2016	CM contacted DLR SM Rich and he stated that he worked the STAR case and tried everything but could not duplicate the issue. Customer picked up vehicle on 07/29/2016 and there was no charge to the customer. Was the customer in a rental? Dealer provided rental. Did the customer have a co-pay? No charge to customer. What is the RO[redacted] Does the SM have the CAIR #? PROVIDED Review and Confirm the DM Notes with the SM while on the phone. N/A Does the SM have everything needed from Customer Care to process the claim? N/A Mileage out: 44887
08/02/2016	CM contacted customer and he stated "What about the lifetime warranty they were going to put on transmission"? CM found the following SC: SC : 39895895 - XP5751N 39895895 - ECP24N US - 2 CAN - 0 INTL - 0 Desc: 5 YEARS / 75,000 MILES POWERTRAIN CARE - Eff Date : 03/18/2016 Exp Date : 03/17/2021 Exp ODM: 102,115 M Status : Active Reinsurance : N Private Label : N Customer stated he was about to loose signal and CM agreed to call him back at a later date.
08/02/2016	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer [redacted]
08/02/2016	Status update provided via email to the following email address [redacted], I researched your past cases with Chrysler Customer Care and I found the following service contract: Service contract type: XP5751N Contract number is [redacted] Description: 5 YEARS / 75,000 MILES POWERTRAIN CARE - Effective Date : 03/18/2016 Expiration Date : 03/17/2021 Expiration ODM: 102,115 Miles This service contract was placed on your vehicle at no cost to you on 03/18/2016 under case #[redacted]. For more information on service contracts please contact "Service Contracts" at 800-521-9922. As far as I know there is no such thing as a lifetime service contract but they would know for sure. I will follow up with you on 08/08/2016 to see if you experience any further issues with your vehicle. Thank you for being part of the Dodge Family! End of Status Update
08/08/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40670.
08/08/2016	CLOSED LOOP UPDATE - no need for additional follow-up.
08/08/2016	Status update provided via email to the following email address: [redacted], Hello, my name is Robert with Chrysler Customer Care, I am emailing you on behalf of your Case Manager Jeff. We are just wondering if you are having any issues with your 2015 Dodge Grand Caravan since the repairs. Since we have not heard from you we will move your case to a 2 day close out period. If in these days there is still issues, please contact customer care and provide your case number. If there are no issues then there is no need to contact Customer Care and the case will be closed on day 2. Thank you for working with Dodge and being a Valued Loyal Customer. Have a great day! End of Status Update
08/08/2016	Customer contacted CAC to speak with CM, CM was un available writer transferred customer to CM voicemail.
08/08/2016	Status update provided via email to the following email address: JB2634@chrysler.com,SM1799@chrysler.com,mk1154@chrysler.com Customer is requesting a call back as soon as possible. CAIR#[redacted] End of Status Update
08/10/2016	[redacted] called to speak with CM JB2634. With customer's permission, writer transferred customer to CM's voice mail, as CM is not currently available
08/10/2016	Status update provided via email to the following email address: JB2634@chrysler.com,SM1799@chrysler.com,mk1154@chrysler.com * Customer requested call back 8/10 JD1861* End of Status Update
08/10/2016	Customer:[redacted] called to speak to CM JB2634. Writer transferred customer to JB2634's VM, as CM is not currently available.
08/10/2016	Status update provided via email to the following email address: JB2634@chrysler.com,SM1799@chrysler.com,mk1154@chrysler.com Customer sent to VM. Customer wants a call as soon as possible. End of Status Update
08/10/2016	[redacted] is seeking a call back and does not want this case closed out.
08/10/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension XXXXX. update on the vehicle repairs.
08/12/2016	[redacted] has been activated for text message communication.
08/12/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1118RT****** [redacted], My name is Ralph, I am contacting you on behalf of you Case Manager Jeff, I understand that your repairs are completed and wanted to follow up *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/12/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1118RT****** with you to confirm the repairs are to your satisfaction. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/12/2016	Text message received from [redacted]
08/12/2016	Text message received from [redacted]
08/13/2016	customer stated that when he picked up vehicle the fuel is mixed with oil agent advised will call DLR and confirm an appointment to see what we can do regarding the issue that is going on with the vehicle
08/17/2016	[redacted] called, requesting his Case Manager. Transferred customer to CM JB2634 at ext. 40761, voicemail as CM was unavailable.
08/17/2016	Writer contacted the customer who advised that he is not satisfied with the outcome and mentioned that he would like a trade in. Writer advised of the issue and also that in order for us to assist the customer we need the vehicle to be at the DLR. Customer would like to have an appointment set up for him on a Friday. Writer will follow up with the appointment.
08/17/2016	Writer contacted the SM Rich who advised that he will have a slot available on Thursday 08/25 at 1pm. Also advised that the customer has been coming to the DLR with different issues that the DLR is not being able to duplicate, also states that the customer has been seeking for a trade in. Writer advised that the customer will be contacted in regard to the appointment and would confirm it with the SM.

Date	Comment
08/17/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40761 Confirm the appointment for Thursday 08/25
08/17/2016	********** Start SMS Reply From Customer ********** Phone Number [redacted] ecieved Date: Fri Aug 12 19:57:35 EDT 2016 Text: Not even close Phone Number [redacted] Recieved Date: Fri Aug 12 19:57:47 EDT 2016 Text: Please call Text message reviewed. Decision not to post. Text message reviewed. Decision not to post. ********** End SMS Reply From Customer **********
08/17/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7989MC****** Hello [redacted] this is Marcio with Dodge customer care just wanted to let you know that I next available appointment is on THUR 08/25 @ 1pm... *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/17/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7989MC****** Please let us know if that works for you if not the best would be for you to contact the dealer and work out a better time for you. Thank you! *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/19/2016	Writer contacted DLR and spoke to SA Dana who confirmed that appointment has been scheduled for THUR 08/25 @1pm. Follow up with DLR on 08/26 for update.
08/26/2016	Writer contacted the dealer to get update and the SA Rich advised the customer did not show for appointment
08/26/2016	Writer then spoke to the customer that forgot the appointment, Writer called the dealership back and set the appointment for 8/29/16 at 3:30. CM to follow up on 8/31/16 with the dealer SA Rich.
08/29/2016	Vehicle is at the dealership - NEUVILLE CHRYSLER DODGE JEEP, LLC (42662) Update triggered by S78345G
08/30/2016	****** Below Customer Contacted for Documentation Request ****** Theresa.miller@fcagroup.com on 2016-08-30 @ 09:19
08/30/2016	***** Customer Document Received *****
08/31/2016	Writer contacted DLR spoke with SA Rich stated vehicle in on 08/29 and gone, did 3 things checked for gas in the oil, negative no gas in oil. 2. drivers side sliding door did not lock with need an actuator to be replaced. $290.50 plus tax to repair 3. left lower power port for charging didn't work fuse had to be replaced. Also advise front and rear tires need to be replaced. Was the customer in a rental? NO Did the customer have a co-pay? no What is the RO [redacted] Mileage 48766 Does the SM have the CAIR #? Yes Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Yes
08/31/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40758. Customer satisfaction
09/06/2016	Writer tried to contact customer @ [redacted] mailbox is full. Per automated system Writer tried to contact customer @ [redacted] Mailed box is full, per automated system.
09/06/2016	Status update provided via email to the following email address [redacted] This is Theresa with Customer Care. I wanted to find out if you had any additional questions I can answer for you. If I have not heard from you
09/06/2016	in the next 2 business days, we will be closing this case. In the event you need to speak with me, Please call Chrysler Case Management telephone Number: 800-763-8422 my direct extension 40758 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time participation and for being a FCA customer. End of Status Update

Email(s)

Date	10/01/2018	***Subject***	This is Theresa with Customer Care. I wanted to f		
From		***To***	***Sent Date/Time***	09/06/2016 13:56 PM	

This is Theresa with Customer Care. I wanted to find out if you had any additional questions I can answer for you. If I have not heard from you in the next 2 business days, we will be closing this case. In the event you need to speak with me, Please call Chrysler Case Management telephone Number: 800-763-8422 my direct extension 40758
Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time participation and for being a FCA customer.

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

VIN	2C4RDGBG2FR[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/25/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/25/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	15,317 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ORLANDO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					

Dealer	41383	ORLANDO DODGE CHRYSLER JEEP		**Dealer Phone**	4072991120
Dealer Address	4101 W COLONIAL DR				
	ORLANDO		FL	32808 8122	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E

Subject	Passenger back sliding door is not remotly opening Fob and Door lock
Synopsis	Vehicle under warranty and customer is having problems getting door lock diagnosed by DLR. Customer is looking for a new DLR
Customer Anomaly	Moving Parts
	Door

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

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

Initial Description

0205024900-Dealer,Service/Body Shop,Personnel,Lack of Personnel,Unknown,Lack of Personnel in Service Department,Customer is wating 4 days to have diagnostics completed
0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Passenger back sliding door is not remotly opening Fob and Door lock

Case Comments

Date	Comment
07/25/2016	Briefly summarize why the customer is contacting Chrysler: Customer - the back passenger sliding door is not locking or unlocking with the Fob or remotely and customer needs to physically pull the door open. Customer booked the vehicle in to the CLR for appointment to SA Matt on Friday July 23 2016 9am and the vehicle had not been looked at on Saturday July 24 2016. Customer had to call to find out the status. SA advised that they would call back and the customer had to call to speak with sales to find out that she could not access her vehicle until Monday July 25. When customer called she was advised that there were 50 vehicles in front of her. Briefly summarize what the customer is expecting: Agent advised will be able to report a problem with the DRL Customer wants to shop around to find a new DLR for service. Agent gave customer a list of DLRs in her area and offered to assist with transferring to the DLR of choice when she has decided on the DLR. Customer has an [redacted] and the door not working makes it very difficult getting in and out of the vehicle.
07/25/2016	Reassigned for survey bypass – Dealer Diagnosis JR1305
10/03/2016	Briefly summarize why the customer is contacting Chrysler: customer calling in to seek help for getting an appointment with a dealer Briefly summarize what the customer is expecting: Customer seeking to deal with sandford Chrysler Agent transferred over and made appointment

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

VIN	2C4RC1CG9ER[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/25/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/24/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	42,744 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	KANSAS CITY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45364	LEE'S SUMMIT CHRYSLER JEEP DODGE		**Dealer Phone**	8165259825
Dealer Address	1051 SE OLDHAM PKWY				
	LEES SUMMIT		MO	64081 2965	USA
Dealer Zone	Denver	**Sales District**		**Service District**	H
Subject	Whining noise in the steering.				
Synopsis	Customer contacted FCA stating they had multiple issues with the vehicle including , Hood, wind noise in vehicle, paint concern, and sliding door, as well as key fob issues. All issues were addressed except key fob as it could not be duplicated. CM reimbu				
Customer Anomaly	Steering / Suspension				
	Steering Wheel				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	90	Steering wheel issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/25/2016 07:56 PM	Open
01/24/2017 08:39 PM	Closed
09/29/2018 05:12 PM	Closed

Initial Description

0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,Reimbursement for repairs
0123000200-Product,Body / Trim / Paint Finish,Unknown,Defective,Unknown,Body / Trim / Paint Finish - Defective,Slidding door not working
0123607700-Product,Body / Trim / Paint Finish,Paint Finish,Flaking, Peeling, Blistering,Unknown,Paint Finish - Flaking, Peeling, Blistering,Hood/fender/bumper bubbling.
0119000000-Product,Steering,Unknown,Other,Default,Steering Inquiry,Whining noise in the steering.

Case Comments

Date	Comment
07/25/2016	Vehicle is at the dealership - LEE'S SUMMIT CHRYSLER JEEP DODGE (45364) Update triggered by s04492m
07/25/2016	Briefly summarize why the customer is contacting Chrysler: Customer called stating that he has been having issues with a whining noise coming from the steering. Customer stated that he has had the vehicle into the dealer 6 times for this issue and that multiple repair attempts have been made but nothing has corrected the issue. Customer stated that he has an appointment at dealer 45364 on 08/08/2016 at 8:00 a.m. for the whining noise again as well as possible corrosion on the hood/front bumper/fender area. Customer stated that the last time the vehicle was there they had fixed the whining noise but it has come back. Agent contacted dealer 45364 and spoke with SA Jeff who advised that the customer does have an appointment on 08/08/2016 at 8:00 a.m. for the paint and whining issue. Agent provided SA Jeff with further information regarding symptoms and issues. Agent advised customer that his case would be escalated for further assistance. Agent advised customer that he will not receive contact until after his appointment. Customer understood. Briefly summarize what the customer is expecting: Customer is expecting to have his vehicle repaired. Customer advised that they will be contacted within one (1) business day, by COB their time What is the earliest time that a Case Manager can contact you? 8:00 a.m. CST What is the latest time that you can receive a call from a Case Manager? 8:00 p.m. CST Preferred morning/midday call back number is [redacted] referred afternoon/evening call back number is [redacted] Customer email address for case updates: [redacted] Would customer like to receive updates via text message? Yes Mobile number [redacted] Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Yes. Last diagnosis was 07/06/2016. If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? LEE'S SUMMIT CHRYSLER JEEP DODGE 45364 If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: 08/08/2016 Time: 8:00 a.m. Confirmed appointment at [dealer code] with [name] Is the customer in a rental? No Who authorized? From what date? Reassigned to 88F
08/08/2016	Vehicle is at the dealership - LEE'S SUMMIT CHRYSLER JEEP DODGE (45364) Update triggered by s04492m
08/10/2016	***Case Management District N*** In warranty MVP-GUARANTEED AUTOMOTIVE PROTECTION - 76 TO Household- 1 new , 1 used
08/10/2016	Writer called DLR whom is closed at this time.
08/10/2016	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer : [redacted]

Date	Comment
08/10/2016	Status update provided via email to the following email address: s[redacted]m Hello this is Kassy with Chrysler. Your case number is[redacted]. Thank you for taking the time to speak with me this evening. I am in the office Monday- Friday 9:00-5:30 MST. The number to reach me is 800-763-8422 ext. 40618. I will contact you on Thursday August 11th with more information in regards to you vehicles repairs. Thank you and have a great night. End of Status Update
08/11/2016	CM spoke to Jeff at DLR who states that at this time the customer has the vehicle. CM was advised that there is a hood on order for the customer. SA states that they could not duplicate the customers concerns with windshield noise.
08/11/2016	Status update provided via email to the following email address[redacted] Hello this is Kassy with Chrysler, I wanted to let you know that have spoken to the dealership, who explained that the hood should arrive next week and that they test drove the vehicle and cannot duplicate the noise that you are experiencing. If you would like we can have a case opened with our corporate technicians once the vehicle arrives for the other repairs. That would be our next step here. Thank you and have a good night. I will follow up with you next week. End of Status Update
08/18/2016	CM spoke to SA Missy who statse that the Hood has arrived trying to get ahold of body shop to have the vehicle repaired. CM advised whinning noise in the steering and will have the SA working on the vehicle contact customer for appointment whne availible.
08/18/2016	CM spoke to Customer whop states that he has been contatced to drop off vehilce tomorrow. They will do body work and windsheild noise. CM will follow up monday on repairs.
08/22/2016	CM spoke to SA Jeff who states that the customer has an appointment for tomorrow.
08/23/2016	Vehicle is at the dealership - LEE'S SUMMIT CHRYSLER JEEP DODGE (45364) Update triggered by s04492m
08/24/2016	CM spoke to SA who states the vehicle is currently having body work done they will have the vehcile repaired by friday and back to dealership to address whisling noise.
08/26/2016	DLR SA Jeff called in seeking if he can get an additional few days of rental. Agent advised the DLR that the customer is under CM and would see if CM is able to speak with at this time due to she would be the one to verify the rental. Agent was able to call over to KU45 and got VM agent was able to transfer SA Jeff to the VM for the CM for CM to get back to the DLR as soon as possible.
08/29/2016	CM spoke to SA who states that they will be opening a star case on the vehicle. And will need additional rental coverage. CM to put in notes.
08/30/2016	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40618. STAR case ? current repair status.
08/30/2016	CM spoke to the customer who states that he will be picking up the vehicle today. CM advised will follow up on friday.
09/02/2016	CMspoke to customer who states he did pick up the vehicle and wants out of the vehicle , customer states that he no longer trust this vehicle. CM advised to speak with the dealership where he purchased the vehicle to seek trade assistance.
09/09/2016	CM spoke to customer who states that the noise in his vehicle has come back. Customer states at this point he wants nothing to do with the vehicle . Customer will speak to selling dealership and see what can be done to get out of the vehicle.
09/15/2016	Vehicle is at the dealership - LEE'S SUMMIT CHRYSLER JEEP DODGE (45364) Update triggered by s04492m
09/16/2016	CM spoke to SA Jeff who states that the vehicle is back for the wind noise in the front of the vehicle. DLR states that they can not duplicate the issue. CM advised that the dealership will need to open STAR case to help find resolution SA states they will do that today.
09/16/2016	CM called customer and got a busy signal.
09/16/2016	Status update provided via email to the following email address:[redacted] I understand that the vehicle is back at the dealership for repairs to the wind noise. They have stated that at this time they have not been able to duplicate the concern. I have advised them that a case with the corporate engineers will need to be open to find resolution. Also I know you were seeking to get out of the vehicle, were you able to speak with the sales department about that? I tried to reach you at 816-813-6566 and got a busy signal. If you would like to speak to me on the phone today I will be in the office until 5:30 MST otherwise I will follow up early next week. Thank you and have a good day!! End of Status Update
09/20/2016	Customer called to speak with CM KU45 , Writer warm transferred call to cm for further assistance.
09/20/2016	CM spoke to customer who states that the dealership can not duplicate wind noise. Customer states that on highway speeds and at windy days it is most prominent. CM advised we will have a case with corprate tech address issues.
09/20/2016	CM spoke to SA at DLR and advised that a STAR Case will need to be opend.
09/21/2016	SA Jeff calling to speak to CM KU45 about STAR case. Agent warm transferred customer to CM.
09/21/2016	CM spoke to dealer who states that the noise can not be duplicated.
09/22/2016	Status update provided via email to the following email address:[redacted] Hello Steve, I understand that your vehicle has been returned to you. I did have the dealership open a case with the corporate techs to advise the dealership how to proceed with repairs. They told the dealership that without being able to duplicate the issue there is no way to move fourth with repairs. Have you heard the noise since retrieving the vehicle? Please advise how you would like to proceed with the case. Thank you. Have a good night ! End of Status Update
09/22/2016	Begin Customer Message reviewed: Kassy, Mike Jones who is the service manager at Lee Summit Dodge met with us yesterday afternoon when we picked up the van. We played the video for him. He mentioned a field tech who works the Midwest who is going to come look at the van. We are scheduled for him to have the van next week on 9/28. Debbie will be taking the van to them when they open that morning. We will see what he finds out at this point. Is it possible to get a simple list of all the service appointments, dates, and what was reported from the Chrysler system? I am not sure what kind of data is available to you or can be exported. Thanks for all your help with this. End of Reviewed Customer message
09/26/2016	Status update provided via email to the following email address:[redacted], I will follow up with the dealership to get information on what the field tech may find ansd our next steps. Also, any information regarding work that has been completed may be obtained from the dealership. Any work that was completed through warranty is what is reported to Chrysler. The dealership can provide a complete list on work that was performed on the vehicle warranty or not. I will call you on Wednesday to go over findings from field tech. End of Status Update
09/28/2016	Vehicle is at the dealership - LEE'S SUMMIT CHRYSLER JEEP DODGE (45364) Update triggered by S63373N
09/28/2016	CM spoke to delaership who states that the feild tech is there and will be looking over the vehicle today.
09/28/2016	CM spoke to SA stan who states feild tech was there but never spoke to about findings with vehicle. SO no one knows what was found or done .
09/28/2016	CM spoke to customer to customer who states he has yet to heard from dealership.
09/30/2016	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40618
09/30/2016	CM spoke to customer to let him know that cm left VM for SM to call back. customer states that they repaired weather stripping on passenger side door. Customer was under the impression that they had already done that. CM advised will get more information on repair and let him know , and follow up on repairs as well.
10/04/2016	Vehicle is at the dealership - LEE'S SUMMIT CHRYSLER JEEP DODGE (45364) Update triggered by S14567B
10/04/2016	CM spoke to DLR who states that they have the vehicle currently.
10/04/2016	SA Jeff from 45364 contacted Chrysler seeking assistance with rental coverage information for the customer. Agent reviewed information on line 100 and advised that is the last rental update. Agent advised SA that she will transfer customer to CM line for further assistance pertaining customers rental. SA thanked agent and disconnected call.
10/04/2016	Vehicle is at the dealership - LEE'S SUMMIT CHRYSLER JEEP DODGE (45364) Update triggered by s04492m

Date	Comment
10/05/2016	CM spoke to customer who states that he has not yet had a chance to see if the vehicles noise has gone away but will know by Monday, CM offered a month of vehicle payment to reimburse, customer accepted. Customer states SM mike jones is working with the AM to try to get the customer in to a new vehicle.
10/05/2016	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2016-10-05 @ 13:58
10/10/2016	***** Customer Document Received *****
10/10/2016	CM spoke to customer who states that at this time he has not been able to verify the issues with the vehicle. CM advised documents have been recieved .
10/14/2016	CM spoke to customer who states he would like to keep the case open for a last untill next week. CM was able to Verify address on file for reimbursment [redacted] , KANSAS CITY , MO-[redacted], UNITED STATES
10/21/2016	Status update provided via email to the following email address: [redacted], this is Kassy with Chrysler. I wanted to check with you and see how the vehicle has performed since having it returned to you. I know you wanted some time to verify that it has been repaired. In regards to the check, I sent it to be approved Monday and they have not sent it out yet but I resubmitted it today so I hope to have it sent out by Monday the latest. I hope you and your family have great weekend and please feel free to give me a call with any questions or concerns. 800-763-8422 ext. 40618. End of Status Update
10/25/2016	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2016-10-25 @ 15:07
10/26/2016	Begin Customer Message reviewed: Kassy, I need clarification on what documentation you need? If I send you a bank statement, it is simply going to show that there was the amount from the payment coupon I sent withdrawn from our checking account by [redacted] What was the other documents you said would work? (BTW, the link on the most recent email you sent wouldn't work again...took me to the Chrysler website. I used an old one.) End of Reviewed Customer message
10/26/2016	Status update provided via email to the following email address: [redacted], I am assuming they want something that shows that the amount is associated to the vehicle payment. I believe your purchase agreement showing what the monthly payment amount is would work. Give me a call if you have any questions. Also, I do apologize that the link did not work. I will send a new one. Thank you and have a good day! End of Status Update
11/01/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40618.
11/01/2016	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2016-11-01 @ 12:59
11/01/2016	***** Customer Document Received *****
11/04/2016	CM spoke to customer to let him know that we have recieved document. Will call when check is sent out.
11/11/2016	CM spoke to customer to let him know check was sent and will follow up next week to verify repairs as the customer will be going out of town this weekend.
11/16/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40618.
11/21/2016	Vehicle is at the dealership - LEE'S SUMMIT CHRYSLER JEEP DODGE (45364) Update triggered by S81968J
11/21/2016	CM spoke to customer who states that he has brought the vehicle back in for shifting concern, sliding door not workin all the time, Key fob not working all the time. CM added notes for rental coverage.
11/23/2016	CM spoke to SM who states that at this time the vehicle was picked up yesterday.
11/23/2016	CM spoke to customer who states that the issues with the transmission are still there is speaking with SM to see if they can be traded out of the vehicle. If so CM can offer CDI.
11/30/2016	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension X40618
12/02/2016	CM received VM from SM mike Jones who states that the customer has not been traded out and issues with the transmission have not been duplicated.
12/02/2016	Status update provided via email to the following email address: [redacted], wanted to touch base with you and see how everything with the vehicle is preforming at this time. Is there any new information on either trading out of the vehicle or what the next steps are here. I look forward to hearing from you. Have a great weekend. End of Status Update
12/05/2016	Begin Customer Message reviewed: Kassy we have not heard back from Mike Jones about trading out. We have experienced a couple of instances where the transmission jerked, but only while in Eco mode. End of Reviewed Customer message
12/06/2016	Status update provided via email to the following email address: [redacted] I was wondering if you would like to keep the case open until you hear back on the trade or how you would like to proceed from here. You may reply to this email or give me a call. Thank you for your time and have a good day! End of Status Update
12/09/2016	CM spoke to customer who states that he is now having issues with the vehicle sliding door. Will contact SM to either bring the vehicle in for service or work on trade.
12/14/2016	Status update provided via email to the following email address: [redacted], I wanted to touch bas e with you and see if you had an appointment to have the vehicle is for service on the sliding door issues, or if you had spoke to Mr. Jones about a possible trade. Please let me know where we are at this time. Thank you for your time and have a good day! End of Status Update
12/19/2016	CM spoke to customer who states that he was in an accident at work and was unable to get back to CM. Customer states that the sliding door on the vehicle is not working and the indicator light that the door is ajar is not coming on. Customer will be taking the vehicle back to the dealership to have it addressed. May need rental coverage. customer will call CM back with appointment time and date.
12/23/2016	Status update provided via email to the following email address: [redacted], I wanted to touch base with you and see if you were able to set up an appointment with the dealership regarding the sliding door. Please let me know the appointment time and date, so that I may follow up with the dealership and rental coverage. End of Status Update
12/23/2016	Begin Customer Message reviewed: I have not gotten a call back from Mike. I can make an appointment if there is an option for you to show in the system a rental replacement vehicle is authorized. I am going to try and touch base with Mike again today. End of Reviewed Customer message
12/23/2016	Status update provided via email to the following email address: [redacted], I can certainly add notes in the system that the dealership can access. It has to coincide with an appointment date though. Once you have that information let me know and I will add notes for rental coverage. Thank you,have a good day and a Merry Christmas to you and your family. End of Status Update
12/23/2016	Begin Customer Message reviewed: Thank you Kassy! Merry Christmas to you. I am waiting to hear back from another message left for Mike. I can go ahead and make an appointment for next week and let them figure the rental thing out. Appreciate you and all the help you are providing. We are heading out of town about 30 miles. I keep thinking about that door possibly opening with a vrandkid sitting there. We are hanging in there on this End of Reviewed Customer message
12/23/2016	Begin Customer Message reviewed: Did not get a call back from Mike Jones. Have an appointment scheduled for 9:00 AM on next Tuesday. End of Reviewed Customer message
12/23/2016	Status update provided via email to the following email address: [redacted], Ok I will add in notes for rental coverage. If the dealership needs it for reference your case number is [redacted]. Thank you for the update. End of Status Update
12/27/2016	Vehicle is at the dealership - LEE'S SUMMIT CHRYSLER JEEP DODGE (45364) Update triggered by S77631N
12/27/2016	CM got a voicemail from the customer stating that at this time will need to pay 100.00 to have the repairs completed.
12/27/2016	CM spoke to SA Jonathan who states that a latch on the door will need to be replaced, 100.00 would go in to affect.
12/27/2016	CM advised lines 356-357, CM advised would reimburse 100.00 co-pay. Customer to make a decision.

Date	Comment
12/28/2016	Begin Customer Message reviewed: Kassy, Lee Summit Chrysler has told me they can give me "employee" pricing on a new Pacifica. Is this the same thing that you were talking about that we could look at after January 1? Would the program you were talking about provide a greater benefit for us? They are talking about a trade, but I don't think they have talked with anyone at Chrysler about obtaining a trade in credit. I want to be careful as we move forward. You have been awesome and been very straightforward with us. We would like to get some help from Chrysler considering the significant issues and number of times the vehicle had been in for service. Not asking for you to commit to anything by any means, but can you give me an idea what we might expect? Don't mean to put you in the spot, just looking for some experiential advice. Thanks for what you can provide. Call me if that is easier. Kassy, Lee Summit Chrysler has told me they can give me "employee" pricing on a new Pacifica. Is this the same thing that you were talking about that we could look at after January 1? Would the program you were talking about provide a greater benefit for us? They are talking about a trade, but I don't think they have talked with anyone at Chrysler about obtaining a trade in credit. I want to be careful as we move forward. You have been awesome and been very straightforward with us. We would like to get some help from Chrysler considering the significant issues and number of times the vehicle had been in for service. Not asking for you to commit to anything by any means, but can you give me an idea what we might expect? Don't mean to put you in the spot, just looking for some experiential advice. Thanks for what you can provide. Call me if that is easier. End of Reviewed Customer message
12/28/2016	Status update provided via email to the following email address: [redacted], The CDI stands for certain designated individual. This is similar employee pricing. I believe the amount lies anywhere between 1-5 % . I do not know which factors determine what that amount is. This is the only option that I have available to offer you in regards to any "credits" . As the manufacture of the vehicle it is unlawful for us to become involved with the buy/sell/ trade of vehicles. I can offer extended coverage on specific components on this vehicle or on a new vehicle. Another option available to you is a third party arbitration know as National Center for Dispute Settlement they can take a look at getting you out of the current vehicle. The number for NCDS is 866-662-4639 ext. 114. I hope this information was helpful. If you have any additional questions please feel free to give me a call or reply to this email. Thank you for your time & have a good day! End of Status Update
12/28/2016	Begin Customer Message reviewed: Thank you, that is very helpful. End of Reviewed Customer message
01/02/2017	Begin Customer Message reviewed: Kassy, is it allowable for you to give us a list of all of the warranty work we have had completed on our van? I am missing some service tickets and wondered if I have to get duplicates from the dealership or if we can obtain a list from you. End of Reviewed Customer message
01/02/2017	Status update provided via email to the following email address: [redacted], I can send you a list of what I show for warranty work unfortunately I do not have copies of the repair orders from the dealership. You may obtain them from the dealership. I will send you a list of what I have , and how it is shown to me. I can only see what the dealership has submitted under warranty. - Module, Powertrain Control (PCM)|Module, Powertrain Control (PCM) - Reprogram -Applique/molding/bezel/tape, door upper pillar - black out/closeout |Sliding door - C Pillar, Left -Module, Powertrain Control (PCM)|Module, Powertrain Control (PCM) - Reprogram -Panel, hood -Front-Right or left|Weatherstrip, door opening on body -Hose, brake flexible|Rear-Right or left- -Windshield That is the list I have, again you can obtain the complete RO's from the dealerships. End of Status Update
01/02/2017	Begin Customer Message reviewed: Thank you, that will help very much. End of Reviewed Customer message
01/04/2017	Begin Customer Message reviewed: Kassy, We did find a service ticket from January 2016 at 20,682 miles where we reported problems with the drivers side sliding door. If we send you a copy of that, will that take care of the $100 deductible that we should not have had to pay on this recent repair? By the way, they just called and said our part was in...apparently they are not done fixing the door yet. End of Reviewed Customer message
01/04/2017	Status update provided via email to the following email address: [redacted], If you have the documentation needed to prove that it was turned in under warranty prior to the expiration of the warranty you would need to present that to the dealership so that they can contact service contract department, and have that fee waved. The service advisor or tech will need to verify with service contract department that this is a repeat repair. When I spoke with Deborah I did advise her that I would be able to reimburse the cost if you paid out of pocket, but would not be able to pay it up front , if they do not wave the deductible. End of Status Update
01/04/2017	Begin Customer Message reviewed: We have already paid the deductible. My question was more along the lines of did you need documentation to support the reimbursement. End of Reviewed Customer message
01/04/2017	Status update provided via email to the following email address: [redacted], Yes I will send you a link to upload document for reimbursement. Thank you. End of Status Update
01/04/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-01-04 @ 15:24
01/04/2017	Vehicle is at the dealership - LEE'S SUMMIT CHRYSLER JEEP DODGE (45364) Update triggered by S77631N
01/04/2017	Customer Document Reviewed.
01/05/2017	***** Customer Document Received *****
01/06/2017	Status update provided via email to the following email address: [redacted], I did receive the document that supports having the issue with the door conveyed at around 20,000 miles. To get you reimbursed for that 100.00 deductible, I will need the receipt/ proof of payment made for that amount. I will send a fresh link today so that the documentation can be uploaded. Thank you [redacted]! End of Status Update
01/10/2017	Status update provided via email to the following email address: [redacted], I did receive the document that supports having the issue with the door conveyed at around 20,000 miles. To get you reimbursed for that 100.00 deductible, I will need the receipt/ proof of payment made for that amount. I will send a fresh link today so that the documentation can be uploaded. Thank you [redacted]!! End of Status Update
01/10/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-01-10 @ 12:45
01/16/2017	Status update provided via email to the following email address [redacted] Hello [redacted] I wanted to follow up with you to let you know that at this time I have not received the proof of payment for the 100.00 deductible. If you paid for the deductible and would like to be reimbursed for that cost please send me the documents. Also, I wanted to follow up on how the vehicle is preforming at this time. I look forward to hearing from you. Have a good day!!! End of Status Update
01/16/2017	Begin Customer Message reviewed: I sent it to the link you sent. I need another link for the document to send it again. We had the van allow the door to lock with my wife's key inside again. We were not able to take the van in today, but last time they couldn't reproduce it. End of Reviewed Customer message
01/16/2017	****** Below Customer Contacted for Documentation Request ****** [redacted]m on 2017-01-16 @ 12:11
01/16/2017	Status update provided via email to the following email address: [redacted], I did send an additional link just now. I regret to hear that there are still lingering issues with the vehicle. I will follow up on Wednesday after I receive documents to discuss the status of the vehicle. Please feel free to contact me any time. End of Status Update
01/16/2017	***** Customer Document Received *****
01/18/2017	Status update provided via email to the following email [redacted], I wanted to let you know that I have received the invoice for the deductible. once I send the reimbursement it will close this case. Will we be returning to service for additional repairs ? Is there anything I can be doing as your advocate to further assist you currently ? Please let me know what you would like out next step to be so that I can best assist you. Thank you for your time and have a great day! End of Status Update
01/20/2017	Writer called Customer at [redacted] who advised he was fine with the reimbursement being sent and the case closing. Customer advised he would just work with the DLR for the key fob issue and if they needed assistance he would have them reach out. CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer. CLOSED LOOP UPDATE - no need for additional follow-up.
01/23/2017	Customer Document Reviewed.

Date	Comment
01/24/2017	What has the customer specifically requested? Customer to reimbursed 100.00 co-pay as the customer had turned the issue with sliding door in before warranty was out and issue was not addressed. Now that customer is oow they have fixed sliding door. CM offered to reimburse co-pay of 100.00, customer sent in documents that provide proof of when they first turned in issue and documents that the 100.00 was paid. If this is for a previously made goodwill decision, what is that CAIR #? No. What is the total amount being reimbursed and the reasons why?CM offered to reimburse co-pay of 100.00, customer sent in documents that provide proof of when they first turned in issue and documents that the 100.00 was paid
01/30/2018	PAYMENT HAS BEEN STOPPED ON THE CHECK NO [redacted] FOR CAIR [redacted]

Email(s)

Date	10/01/2018	***Subject***	[redacted] I wanted to let you know that I have recei		
From [redacted]		***To***		***Sent Date/Time***	01/18/2017 18:26 PM

I wanted to let you know that I have received the invoice for the deductible. once I send the reimbursement it will close this case. Will we be returning to service for additional repairs ? Is there anything I can be doing as your advocate to further assist you currently ? Please let me know what you would like out next step to be so that I can best assist you. Thank you for your time and have a great day!

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

VIN	2C4RC1CG8ER[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/02/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/15/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	38,400 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	PLYMOUTH	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	42835	DICK SCOTT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7344512110
Dealer Address	684 ANN ARBOR RD W				
	PLYMOUTH		MI	48170 2230	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	Lock and latch of passenger sliding door				
Synopsis	Unable to contact the customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/02/2016 07:50 PM	Open
08/15/2016 06:28 PM	Closed
09/29/2018 03:55 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Lock and latch of passenger sliding door

Case Comments

Date	Comment
08/02/2016 [redacted]	Briefly summarize why the customer is contacting Chrysler: Customer called and stated his vehicle is at Dick Scott 42835 and requires a lock and latch on his passenger side sliding door. Briefly summarize what the customer is expecting: Customer was advised by Dick Scott 42835 to call into us for a case number to look into cost assistance. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] customer email address for case updates: xxxxx@xxxxx.com Would customer like to receive updates via text message? (Y/N) Mobile number: Who has possession of the vehicle? Dealer Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Y If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? Dick Scott 42835 If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: Time: Confirmed appointment at [dealer code] with [name] Is the customer in a rental? (Y/N) Who authorized? From what date? Reassigned to 88F
08/03/2016	****** Below Customer Contacted for Documentation Request ****** janet.dusseault@fcagroup.com on 2016-08-03 @ 08:13
08/03/2016	* * * * * * * * * Case Management - District V * * * * * * * * * OOW: 2400 Miles MVP: LOF24 Household: 1 New 0 Used -
08/03/2016	***** Customer Document Received *****
08/03/2016	Customer Document Reviewed.
08/03/2016	-WRITER CONTACTED THE DEALER 734-451-2110: Spoke to SA Rob who advised that he is hopping to have all done by tomorrow. He did advised that he will talk with the SM about goodwill may just take care of the repairs and customer pay $100.00. He did state that the it was an internal failure of the inner lock going out. Writer will follow up on 8/8/16 -
08/03/2016	CONTACT UPDATE - Customer was contacted today at 8:02. Customer was provided with agent's extension: 40673.
08/03/2016	- WRITER CONTACTED THE CUSTOEMR [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40673. The reason for the customer contact was to provide or request the following information: FIRST CONTACT
08/08/2016	- WRITER CONTACTED THE DEALER 734-451-2110: Was advised that the vehicle has been taken care of and already gone. RO# 247559 Mileage 38,393 -
08/08/2016	WRITER CONTACTED THE CUSTOEMR [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40673. The reason for the customer contact was to provide or request the following information: Second contact -
08/11/2016 [redacted]	has been activated for text message communication.
08/11/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call.
08/15/2016 [redacted]	has been deactivated for text message communication.

Date	Comment
08/15/2016	- WRITER CONTACTED THE CUSTOEMR [redacted]8: Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40673. Fourth contact to confirm repairs

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

VIN	2C4RDGCG1ER[redacted]	**Model Year**	2014	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/12/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/17/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	9,999 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	CLARKSTON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	25034	DISHMAN DODGE RAM CHRYSLER JEEP		**Dealer Phone**	5099243250
Dealer Address	EAST 7700 SPRAGUE AVENUE				
	SPOKANE		WA	99212 2935	USA
Dealer Zone	West	**Sales District**		**Service District**	A
Subject	Sliding door handle/latch is broken/not working properly				
Synopsis	Agent is closing case due to no diagnosis.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/12/2016 10:30 AM	Open
08/17/2016 12:00 PM	Closed
09/29/2018 05:03 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Sliding door handle/latch is broken/not working properly

Case Comments

Date	Comment
08/12/2016	CQI Survey Record Received - DATE : 08/12/2016 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 07/27/2016 VIN Last 8 : ER[redacted] QI Comments : \PASSENGER SLIDER WHEN CLOSING THE LATCH JUMPS BAC K AND FORTH [redacted]
08/16/2016	Customer's Preferred Method of Contact: Email only Preferred call back number is [redacted] Preferred Email address: [redacted] Mileage Updated? Yes Dealer code: 25034 Summarize Customer concern: Sliding door handle/latch is broken/not working properly
08/16/2016	Status update provided via email to the following email address [redacted] My name is Greg, and I am following up on a survey that you recently completed regarding your 2014 DODGE GRAND CARAVAN. First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers. You mentioned in the survey you were experiencing a concern with the passenger sliding door not working properly. If you would like to discuss the survey further, please contact Dodge Customer Care at 1-800-423-6343. Thank you, Greg Dodge Customer Care End of Status Update
08/17/2016	Status update provided via email to the following email address [redacted] My name is Greg, and I am following up on a survey that you recently completed regarding your 2014 DODGE GRAND CARAVAN. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Dodge please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343. Thank You, Greg Dodge Customer Care End of Status Update
08/17/2016	Agent is closing case due to no diagnosis.

Email(s)

Date	10/01/2018	**Subject**	Hi [redacted] My name is Greg, and I am f		
From		**To**	**Sent Date/Time**	08/17/2016 11:59 AM	

[redacted],
My name is Greg, and I am following up on a survey that you recently completed regarding your 2014 DODGE GRAND CARAVAN.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Dodge please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343.
Thank You,
Greg
Dodge Customer Care

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

VIN	2C4RC1GG0F[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/20/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/20/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	14,014 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	LEES SUMMIT	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	FRED I ZINN				
Customer Address					
Dealer	45290	OLATHE DODGE CHRYSLER JEEP RAM		**Dealer Phone**	9137803700
Dealer Address	15500 W 117TH ST				
	OLATHE	KS	66062 1048	USA	
Dealer Zone	Denver	**Sales District**		**Service District**	H
Subject	Shift between gears is rough/harsh				
Synopsis	Agent is closing case due to no diagnosis.				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/20/2016 10:30 AM	Open
09/20/2016 06:15 PM	Closed
09/29/2018 02:04 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,Abnormal squeaks/rattles/noises coming from rear sliding doors
0121000300-Product,Transmission / Transaxle,Unknown,Hard Shifting,Default,Transmission / Transaxle - Hard Shifting,Shift between gears is rough/harsh

Case Comments

Date	Comment
09/20/2016	CQI Survey Record Received - DATE : 09/20/2016 Survey Number [redacted] Quality Survey ID Number: 3[redacted] Survey Date : 09/19/2016 VIN Last 8 : FF[redacted] CQI Comments : \Transmission & sliding doors. [redacted]
09/20/2016	Customer's Preferred Method of Contact: Phone or Email Preferred call back number is: [redacted] Preferred Email address: [redacted] Mileage Updated? No Dealer code: 45290 Summarize Customer concern: Transmission shifting and growling noise from sliding doors
09/20/2016	Agent called customer at [redacted] and spoke with the customer about the vehicle concerns. Customer states the transmission makes a clunking noise when shifting in cruise control on a hill and the sliding door makes a growling noise which the dealership was unable to resolve. Agent offered to transfer the customer to the dealer to schedule an appointment. Customer declined at this time as he is unable to go to the dealership currently due to a medical concern. Agent advised he would email the customer with the contact information for him to call back if additional assistance is required. Customer understood.
09/20/2016	Status update provided via email to the following email address: [redacted] My name is Greg, and I am following up on a survey that you recently completed regarding your 2015 CHRYSLER TOWN & COUNTRY. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753 and refer to case number 30149321. Thank You, Greg Chrysler Customer Care End of Status Update
09/20/2016	Agent is closing case due to no diagnosis.

Email(s)

Date	10/01/2018	**Subject**	Hi [redacted], My name is Greg, and I am following		
From		**To**	**Sent Date/Time**	09/20/2016 18:15 PM	

Hi [redacted]
My name is Greg, and I am following up on a survey that you recently completed regarding your 2015 CHRYSLER TOWN & COUNTRY.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753 and refer to case number 30149321.
Thank You,
Greg
Chrysler Customer Care

New Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RDGCG0FR	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/17/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/21/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	51,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	AKRON	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	68280	WOODHOUSE CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4024264126
Dealer Address	2171 SOUTH HWY 30				
	BLAIR		NE	68008 2345	USA
Dealer Zone	Denver	**Sales District**		**Service District**	G
Subject	back hatch and passenger side door will not open with remote key				
Synopsis	CQI, customer has not responded, customer was advised by email to take the vehicle to the dealership for any concerns.				
Customer Anomaly	Electronics				
	Key Fob / Remote				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	21	Key fob/remote problems
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/17/2016 10:30 AM	Open
10/21/2016 12:45 PM	Closed
09/29/2018 04:57 PM	Closed

Initial Description

0203010000-Dealer,Parts,Transaction,Other,Default,Parts Transaction Inquiry,waiting on parts to arrive
0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0100006800-Product,Unknown,Unknown,Wind Noise,Default,Wind Noise in Product,Excessive wind noise
0123100000-Product,Body / Trim / Paint Finish,Interior Ornamentation/Mirrors,Other,Unknown,Interior Ornamentation / Mirrors Inquiry,rear clothes hanger is broken
0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,molding between the front door and sliding door fell off while driving
0108110000-Product,Electrical,Remote/Key Fob,Default,Default,Remote/Key Fob,back hatch and passenger side door will not open with remote key

Case Comments

Date	Comment
10/17/2016	CQI Survey Record Receive[redacted] DATE : 10/17/2016 Survey Number [redacted] uality Survey ID Number [redacted] Survey Date : 10/01/2016 VIN Last 8 : FF[redacted] CQI Comments : \My keys and sending the part that fell off.
10/19/2016	Did Customer ask for call back? (Yes/No) Yes Did Cust[redacted] Email or Phone: (Yes/No) Yes Customer's Preferred Method of Contact: phone or email Preferred call back number is: [redacted] Preferred Email address: [redacted] Mileage Updated? (Yes/No) Yes Dealer code: WOODHOUSE CHRYSLER 68280 Summarize Customer concern: back hatch and passenger side door will not open with remote key. molding between the front door and sliding door fell off while driving. rear clothes hanger is broken. Excessive wind noise. Waiting on part to arrive.
10/19/2016	CUSTOMER CONTAC[redacted] 712-568-3082, left message on 10/19/2016 at 1:07 PM for customer to call back with any questions or concerns regarding the survey.
10/20/2016	CUSTOMER CONTACT[redacted] left message on 10/20/2016 at 11:40 AM for customer to call back with any questions or concerns regarding the survey.
10/21/2016	Status update provided via email to the following email address[redacted] My name is Barb, and I am following up on a survey that you recently completed regarding your 2015 Dodge Grand Caravan. I have attempted to contact you at 7[redacted] however we have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Dodge, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 800-423-6343. End of Status Update

Email(s)

Date	10/01/2018	**Subject**	My name is Barb, and I am following up on a survey		
From		**To**	**Sent Date/Time**	10/21/2016 12:44 PM	

My name is Barb, and I am following up on a survey that you recently completed regarding your 2015 Dodge Grand Caravan. I have attempted to contact you at 721-568-3082; however we have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Dodge, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 800-423-6343.

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

VIN	2C4RC1HG2ER[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/24/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/30/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	28,724 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	FORT CAMPBELL	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66908	GARY MATHEWS CHRYSLER DODGE JEEP R		**Dealer Phone**	9315527100
Dealer Address	1100 NEW ASHLAND CITY RD				
	CLARKSVILLE		TN	37040 4299	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	Continuous Quality Insight				
Synopsis	Agent is closing case due to no diagnosis.				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
11/24/2016 10:55 AM	Open
11/30/2016 01:03 PM	Closed
09/29/2018 05:43 PM	Closed

Initial Description

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

Case Comments

Date	Comment
11/24/2016	CQI Survey Record Received - DATE : 11/24/2016 Survey Number [redacted] Quality Survey ID Numbe[redacted] Survey Date : 11/23/2016 VIN Last 8 : ER[redacted] CQI Comments : \Any
11/28/2016	Customer's Preferred Method of Contact: Phone or Email Preferred call back number is: [redacted] Preferred Email address: [redacted] n Mileage Updated? No Dealer code: 66908 Summarize Customer concern: Excessive wind noise, USB connection is broken/not working, Rear sliding doors are broken/not working
11/28/2016	Agent called customer at [redacted] and was unable to speak with the customer or leave a message because the phone number does not accept incoming calls
11/29/2016	Agent called customer at [redacted] and was unable to speak with the customer or leave a message because the phone number does not accept incoming calls
11/30/2016	Status update provided via email to the following email address: [redacted] My name is Greg, and I am following up on a survey that you recently completed regarding your 2014 CHRYSLER TOWN & COUNTRY. I have attempted to contact you by phone at [redacted] however I have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. Thank You. End of Status Update
11/30/2016	Agent is closing case due to no diagnosis.

Email(s)

Date	10/01/2018	**Subject**	My name is Greg, and I am following up on a survey		
From		**To**	**Sent Date/Time**	11/30/2016 13:03 PM	

My name is Greg, and I am following up on a survey that you recently completed regarding your 2014 CHRYSLER TOWN & COUNTRY. I have attempted to contact you by phone at [redacted] however I have been unsuccessful.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.
Thank You.

New Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG5FR	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/24/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/16/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SHERMAN	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	66583	LANDMARK CHRYSLER JEEP		**Dealer Phone**	2178625300
Dealer Address	2331 PRAIRIE CROSSING DR				
	SPRINGFIELD		IL	62711 9495	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	R
Subject	Phone calls, bluetooth streaming flicker in and out, fail				
Synopsis					
Customer Anomaly	Uconnect / Infotainment				
	Uconnect access				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	66	Customer unable to connect to Uconnect
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/24/2016 04:06 PM	Open
12/16/2016 07:50 PM	Closed
09/29/2018 04:58 PM	Closed

Initial Description

0108110000-Product,Electrical,Remote/Key Fob,Default,Default,Remote/Key Fob,Starting vehicle remotely causes transmission failure
0108635700-Product,Electrical,uConnect Cellular System,Intermittent/Cuts In and Out,Default,uConnect Cellular System - Intermittent/Cuts In and Out,Phone calls, bluetooth streaming flicker in and out, fail

Case Comments

Date	Comment
11/24/2016	Briefly summarize why the customer is contacting Chrysler: Customer contacted seeking support for intermittent uconnect issue. Customer stated uconnect failed intermittently regardless of phone used with vehicle. Customer stated calls would connect and then drop without warning or have audio cut in and out. Customer stated Bluetooth media streaming would also intermittently fail. Customer stated her and her husband had tried using various phones with vehicle and always had same issue occur. Customer stated she had contacted DLR 66583 for support and been informed that support could not be offered. Customer stated she had been in contact with CAC previously (see case [redacted] and had been unable to resolve issue with soft reset or software upgrade. Customer stated radio functioned normally as did DVD player. Customer stated she was frustrated and wanted to know how to proceed. Agent apologized for customer's situation and advised that case would be escalated for additional support. Customer stated she was also experiencing issue with remote starter. Customer stated remote starting vehicle caused transmission to resist shifting into gear. Agent advised DLR diagnosis and advised customer to contact DLR 66583 to schedule appointment for support. Briefly summarize what the customer is expecting: Customer expected support for intermittent uconnect failure.
11/24/2016	Customer seeking assistance with intermittent uconnect Bluetooth failure and transmission failure upon using remote starter. Customer expecting support with DLR to repair issues. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Alternate phone number: [redacted] Earliest call time: 9am Latest call time: 7pm Vehicle location: Customer Customer in rental: N Reassigned to 88F.
11/25/2016	********** Create Prep Sheet ********** Prep sheet was saved successfully.
11/25/2016	**********Customer Email Address Updated********** Following email address is added for communication or survey with the custome[redacted]
11/25/2016	* * * * * * * * * Case Management – District: 51P * * * * * * * * * OOW: Expired Basic ODM, In PT: 35months/60,000miles MVP: None Household: 1 new 1 used
11/25/2016	Status update provided via email to the following email address: [redacted] Hello, this is Ryan your case manager. This email is confirmation that your case, [redacted] was successfully escalated to me. My office hours are 8:30 AM – 4:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 40568. End of Status Update
11/25/2016	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
11/25/2016	Writer contacted customer at [redacted] for initial contact. Writer advised customer that vehicle needs to be into DLR and get diagnosed. Writer advised customer that DLR will be contacted 11/28.

Date	Comment
11/29/2016	Writer contacted DLR#66583 and spoke with SM Brian who stated that customers vehicle is not at DLR and there is not an appointment scheduled. Writer advised SM Brian that customer stated that he will get an appointment scheduled no later than 12/1
11/29/2016	[redacted] Called to speak to CM RW793 but they were not available at that time. Writer transferred caller to X40568 for a callback today or asap. Writer sent an Email message to CM for a callback asap.
11/29/2016	Status update provided via email to the following email address: RW793@chrysler.com,SR1733@chrysler.com, [redacted] Please call customer back today or asap. End of Status Update
11/29/2016	
11/29/2016	[redacted] has been activated for text message communication.
11/29/2016	Writer contacted customer at [redacted] and spoke with customer who stated that the earliest that he can get vehicle into DLR would be 12/6/16 for diagnosis. Writer advised customer that DLR will be contacted and appointment scheduled. Writer will follow up 12/1
12/06/2016	Vehicle is at the dealership - LANDMARK CHRYSLER JEEP INC (66583) Update triggered by s31541p
12/06/2016	.
12/06/2016	Writer contacted customer at [redacted] to update. Writer advised customer that DLR will be contacted and advised to open a STAR case. Customer stated that his vehicle is having a new issue with the sliding doors on vehicle. Writer advised customer that CM will contact DLR to get update and will follow up with customer no later than 12/8.
12/06/2016	****** Following Corporate Resource has been contacted ****** TAPS on 2016-12-06 @ 17:36
12/07/2016	CAIR ESCALATION CLOSURE SEE STAR CASE# [redacted] FOR INFORMATION
12/07/2016	Writer contacted DLR #66583 and spoke with SM Brian to get update. SM Brian stated that customer dropped off vehicle at DLR last night 12/6 and that customer did not need a rental vehicle. Writer advised SM Brian that STAR will be involved with diagnosing vehicle and that the customer states that vehicle is having a new issue with passenger sliding door. SM Brian stated that the ETA for diagnosing vehicle will be no later than 12/8
12/07/2016	customer is contacting to see if there was any new information on her case and if there was a way to fix her compatibility issues. agent advised that FCA is working on the issue with apple and it may take some time to resolve
12/08/2016	Writer contacted DLR #66583 and spoke with SA Brian to get update on status of repairs on customers vehicle and SA Brian stated that repairs are completed. SA Brian stated the repairs that were done to vehicle are as follows: PCM update to fix the remote start issue, Repaired Lock actuator to fix the issue with sliding passenger door not opening. SA Brian provided RO [redacted] Writer advised DLR that case will DLR close 12/8
12/08/2016	Was the customer in a rental? No Did the customer have a co-pay? no What is the RO #? [redacted] Does the SM have the CAIR #? yes Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? yes
12/08/2016	Status update provided via email to the following email address: [redacted] This is Ryan your case manager with Chrysler customer care, I'm sending you this email as per your request and I hope that these links will assist you and your wife in installing the update for Apple Iphones. Please let me know if you need further assistance. www.DriveUconnect.com/softwareupdate. [redacted] End of Status Update
12/08/2016	Writer contacted customer at [redacted] update. Writer advised customer that the repairs have been completed to vehicle and is ready for pick up at DLR. Writer advised customer of the repairs that were done to vehicle, PCM update to resolve the remote start issue and repairs were done to the lock actuator on passenger side sliding door which was covered under warranty. Writer addressed customers issue with the Uconnect system on vehicle not being compatible with Apple phones, and Writer found update in AC [redacted] and emailed the links for software update and download to customer. Customer stated that he is thankful that CM Ryan found update. Writer advised of 2 day close out verbiage and customer understood. Follow up 12/12/16 for satisfaction.
12/08/2016	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer. Follow up with customer 12/12 for satisfaction
12/08/2016	[redacted] called to speak with CM. Writer transferred to RW793 ext. 40568 voicemail.
12/08/2016	Status update provided via email to the following email address: RW793@chrysler.com,SR1733@chrysler.com [redacted] Customer is requesting callback as soon as possible. End of Status Update
12/08/2016	Writer contacted customer a [redacted] o update. Writer advised customer that Writer spoke with her husband and Writer advised customer of the information provided concerning Uconnect for Apple. Customer understood and thanked CM. follow up 12/12
12/08/2016	Customer contacted CAC and requested CM, however CM was unavailable writer transferred to CM VM
12/08/2016	.
12/12/2016	Writer contacted customer at [redacted] to update customer. Customer stated that he would like CM to call back tomorrow because customer stated he is at work and cannot talk. Writer advised customer that contact will be made 12/13
12/13/2016	Writer attempted to contact customer [redacted], however, customer was unavailable and message was left for a return call to extension 40568. Reason for call is to update customer on software update for Uconnect.
12/13/2016	CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date	10/01/2018	***Subject***	Customer is requesting callback as soon as possibl		
From		***To***	***Sent Date/Time***	12/08/2016 16:01 PM	
Customer is requesting callback as soon as possible.					

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

VIN	2C4RC1BG4FR[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/13/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/03/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MYRTLE BEACH	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68646	MYRTLE BEACH CHRYSLER JEEP, INC		**Dealer Phone**	8434481191
Dealer Address	785 JASON BLVD				
	MYRTLE BEACH		SC	29577 8505	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	M
Subject	Power sliding door repair				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/13/2016 07:49 PM	Open
01/03/2017 08:58 PM	Closed
09/29/2018 01:37 PM	Closed

Initial Description

0336010003-Referral,Social Media,Automotive Forums,Default,Social Tool,Automotive Forums - Social Tool,Sliding passenger door locking mechanism
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power sliding door repair

Case Comments

Date	Comment
12/13/2016	Customer reached out on Forum: "Okay, we have only had the T&C for a month or so, but today when we were closing the passenger sliding door, it would go through all the motions, everything seems fine, but when it is sliding it in to close/lock we hear a very loud vibrating noise. the track seems fine when it opens and closes, just when it is being pulled in to complete the connection. Any thoughts?" " I forgot to say that the door does close and stays closed. The noise happens after it is closed, like it is trying to align something." Writer reached out to customer to follow up after visit to dealership. Customer responded "Anna, we did take in this morning. From what my wife got from the service person is that the R/R Slider Latch (68030378AC) and R/R C Pillar Mid (5020668AA)*needs to be replaced.*Of course we have 41K miles so out of warranty. Repair quote cost:*around $900 including labor (3 hrs). We are in Myrtle Beach.... Is there anything that can be done to "help" with this just out of warranty repair?" Writer asked customer to PM with more information. Customer replied via PM "Anna, thank you for replying to my post about my door. We did take*the vehicle to the dealership and apparently an electronic locking mechanism has gone bad. I have a quote on what they indicated*was needing to be replaced (and I posted*the information in the post). The van is a 2015 model and only out of warranty due to mileage (41K) now.*Is there anything that can be done to*possibly get the cost down some? Not really asking for "freebies", but*it seems that this isn't something that should just "go out". The only reason I ask is that I had a Ford Explorer have some steering issues right out of warranty and they were able to reduce the cost of the repair. Never hurts to ask." Writer requested VIN and dealer information. Customer supplied "Anna, sorry for the delay... here is the information. Make: Chrysler Model: Town and Country Touring VIN: 2C4RC1BG4FR[redacted] Dealership: Myrtle Beach Chrysler Jeep Phone: 843.448.1191 Contact: Brad Bazinet Location: Myrtle Beach, SC Part(s): R/R Slider Latch - 68030378AC -*$527.00*NIS R/R C Pillar Mid - 5020668AA - $84.25 NIS Labor: 3 hours repair work. Now we did pay the $105.00 for the customer estimate and from what I
12/13/2016	understand, that will also go towards the*total repair (I think, not sure it that was*only if we get the repair paid for/completed today). Thanks again for any assistance you can provide." Writer asked who vehicle was registered under, customer stated it should be either himself[redacted] or his wife,[redacted]. Writer requested confirmation of customer's contact information for future communication. Customer provided "Not*a problem, here is our contact information. Name:[redacted] Spouce:[redacted] (primary driver) Address:[redacted] Myrtle Beach, SC[redacted] Phone(s):[redacted] preferred email:[redacted] have*created*the account on the Chyrsler site using this email address." Writer is looking into situation and will contact customer with an update.
12/13/2016	**********Customer Email Address Updated********** Customer has updated the email address from[redacted] to[redacted] or further communication or for surverys.
12/13/2016	Writer called customer, LVM requesting callback for more details about vehicle concerns.

Date	Comment
12/14/2016	Writer called and spoke with customer to get more details about repair situation and vehicle/ownership history. Customer bought vehicle in early/mid-November, sliding door latch concern presentation around Thanksgiving. Vehicle had 37000 miles upon purchase, now at 41000 miles. Customer not aware of vehicle being Certified pre-owned, was bought in Charlotte at Infiniti dealership. Customer does not have any previous FCA vehicle ownership, this if first purchase. At this time, customer did not proceed with quoted repair, customer is driving vehicle without repair, hoping to hear back on possible assistance. Customer will be going out of town this weekend 12/17-12/20. Writer informed customer that no goodwill is promised, at this stage only facts are being gathered. Writer will contact dealer if necessary for more details on repair and vehicle condition. Writer will reach out to customer with update on status in next couple of days before customer goes out of town.
12/15/2016	Writer called dealer, spoke with Service Manger Matt. SM confirmed pricing of $527.00 latch, $84.25 Pillar, $315.00 labor, total of $926.25 plus tax.
12/16/2016	Writer called DLR, left callback request and number for SM Matt.
12/16/2016	Writer spoke with SM Matt, confirmed unwilling to submit warranty/RA goodwill on behalf of corporate. SM willing to charge customer warranty rate for corporate reimbursement of customer. Writer spoke with customer, offered goodwill of half of final cost of repair by reimbursement check after customer payment upfront. Customer to call writer with confirmation and service scheduling information.
12/21/2016	Writer called and LVM for customer to check in and see if customer had any questions regarding arrangement or needed any assistance in scheduling service appointment.
12/21/2016	Customer called writer back and updated - customer plans to call dealer and agree to repair so parts can be ordered. When parts are in service appointment will be scheduled and customer will inform writer of service date so writer can follow-up with SA about repair costs. After repairs are complete, writer will need receipt and then writer will send reimbursement check for half of cost to customer. Customer to call writer with update on parts/service date.
12/28/2016	Customer followed up with repair date of 12/30/16. Will be dropping vehicle off at 8:30am. Customer already paid bill, has receipt, will be emailing copy.
12/29/2016	Customer emailed receipt for service, received.
12/30/2016	Writer called customer to check in, vehicle is in for repair this morning. Confirmed with customer that writer received receipts for repair payment, and customer is going to call writer on 1/3/17 to report back on repair before reimbursement check is sent.
01/03/2017	Customer called writer to update on repair, vehicle is repaired and working properly after several days. Customer confirmed no additional charges upon repair, receipt sent is accurate. Writer to goodwill one time only reimbursement of 50% of total $969.04. Reimbursement check will be for $484.52.
01/03/2017	****** Below Customer Contacted for Documentation Request ****** anna.taub@fcagroup.com on 2017-01-03 @ 16:06
01/03/2017	***** Customer Document Received *****
01/03/2017	Check approved.

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

VIN	2C4RC1BG9FR[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/04/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/26/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SPRINGFIELD	**Caller Country**	USA	**Caller Postal Co**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44900	JEFF WYLER CHRYSLER JEEP DODGE		**Dealer Phone**	9373254601
Dealer Address	1501 HILLCREST AVE				
	SPRINGFIELD		OH	45504 1571	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	rear back door locks not working and unresolved				
Synopsis	power locks				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/04/2017 10:03 PM	Open
01/26/2017 08:17 PM	Closed
09/29/2018 04:49 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,rear back door locks not working and unresolved

Case Comments

Date	Comment
01/04/2017	Briefly summarize why the customer is contacting Chrysler[redacted] called as she was having and issue with the power locks at the back not working customer states not sure if related to stripping she had replaces few weeks ago, dealer 44900 told customer to seek possible assistance, OOW by 8000 mile, agent reviewed[redacted] to determine a slight possibility, agent will reassign to seek consideration for Cost of repair or Co-pay Briefly summarize what the customer is expecting: Cost assistance Consideration Customer seeking assistance with: unresolved issue with locks [INSERT VEHICLE CONCERN]. Customer expecting: [INSERT REQUEST]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 0900 Latest call time: 800 Updates via text: n Updates via email: Y: [redacted] Vehicle location: dealer Confirmed appointment with: [Dealer 44900 Customer in rental: N Authorized by: Rental start date: 88F
01/05/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
01/05/2017	* * * * * * * * * Case Management - 883* * * * * * * * * OOW: 6000 out of warranty MVP: no Household: 1 new 1 used
01/05/2017	Customer calling seeking information on case
01/05/2017	Agent attempted to contact dealer Lance (SM), however, SM not available. Left message for a return call at extension 40302 checking on status of customer repairs
01/05/2017	Writer called customer in regards to left message with Lance at dealership she stated the cost for the lock is going to be $900 offered to have her got to enterprise for rental if need one offered $35 a day
01/05/2017	Status update provided via email to the following email address: ML1914@chrysler.com,cp1389@chrysler.com,TB1064@chrysler.com SM called req a callback End of Status Update
01/05/2017	Status update provided via email to the following email address: ML1914@chrysler.com,cp1389@chrysler.com,TB1064@chrysler.com Customer req. callback End of Status Update
01/05/2017	Transferred customer to VM of ML1914
01/06/2017	SA Lance from dealership called to speak with CM ML1914. With SA's permission, writer transferred SA to CM's voice mail, as CM is not currently available.
01/06/2017	Status update provided via email to the following email address: ML1914@chrysler.com,cp1389@chrysler.com,TB1064@chrysler.com SA request a call back End of Status Update
01/06/2017	Customer states SM Lance from DLR is trying to contact CM. Lance is requesting a call from CM, or general manager Tim 1-937-325-4601 extension 50163.
01/06/2017	customer called in wanting to speak to her CM Agent transferred over to Jennifer from the CM department.
01/06/2017	[redacted] and the dlr are seeking calls from the CM, Customer called in to see if we can send another message to the CM.
01/06/2017	Status update provided via email to the following email address: ML1914@chrysler.com,cp1389@chrysler.com,TB1064@chrysler.com Customer and the DLR are seeking a return call from the CM today 1/6 JD1861 End of Status Update

Date	Comment
01/06/2017	Customer called to see if the CM had ever contacted the dealership. Customer states she spoke to CM yesterday and CM stated she left a message for dealership Requesting an update on file. Agent transferred customer to CM extension and advised if CM was unavailable to leave a VM for Cm for call back
01/06/2017	[redacted] called to speak to Marilyn. Writer warm transferred caller to Barbara, as Marilyn is not currently available.
01/06/2017	Writer contact DLR to verify that she must pay for locks. Writer contact SM Lance for an update. Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40302
01/06/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40342
01/09/2017	Customer seeking to speak to CM Marilyn or Barbara. Agent transferred customer to extension 12345 and provided customer with CM Barbara's extension in case she did not get through to Marilyn.
01/09/2017	Secondary Phone #: none. [redacted] called to speak with their Case Manager. Transferred the customer to CM ML1914 at ext. 40302.
01/09/2017	Writer got call from customer in regards to vehicle repairs she stated that I had not got in contact with her and lance SA she would like to get help with cost of $ 900 and she has got the dealer manager involve and his name is Tim at 937-325-4601 ext. 50163 explained would call dealership and follow with her today
01/09/2017	Agent attempted to contact dealer Tim (SM), however, SM not available. Left message for a return call at extension 40302 in regards to customer repairs
01/09/2017	Agent attempted to contact dealer Lance (SA), however, SM not available. Left message for a return call at extension 40302
01/09/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40302 in regards to unable to get in contact with dealership
01/09/2017	Dealer: calling to speak with CM. Writer transferred dealer to: at extension: 40302
01/09/2017	Writer got call from lance SA in regards to repairs $ 177.20 door fields $ 88.60 x 2 $ 99 1/2 labor $ 49.50 x2 $ 323.40 latch assemble total of $ 1,225.60 without tax Parts are not there yet
01/09/2017	Customer calling to see if a decision has been made on repairing her vehicle, customer is asking for the CM to give her a call. Customer also asked to be transferred to the ext. 40302.
01/09/2017	Customer [redacted] requested to speak to Case Manager 2nd Phone: Customer declined to give 2nd phone
01/09/2017	transferred to ML1914
01/09/2017	writer got call from customer in regards to getting in contact with dealership ether Lance or Tim explained left voice mail on both she is going to go to dealership and have them call me
01/09/2017	[redacted] has been activated for text message communication.
01/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7453ML***** [redacted] apologies I did hear from Lance and he is waiting on parts and gave me cost I'm going to follow up with him and you on 1/10 thanks Marilyn *****END OF TEXT MESSAGE SENT TO CUSTOMER******
01/10/2017	Agent attempted to contact dealer Lance (SA), however, SM not available. Left message for a return call at extension 40302 in regards to parts status will follow up on 1/13/2017
01/10/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7453ML****** [redacted] I'm waiting for dealership to respond back on status of parts will follow up with you on 1/13/2017 *****END OF TEXT MESSAGE SENT TO CUSTOMER******
01/10/2017	Custome[redacted] calling to speak with CM. Writer transferred customer to: at extension: 40302
01/10/2017	Writer got call from customer and offered her $323.40 declined at this time
01/13/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension40302 left message in regards to customer repairs and offer will follow up with customer on 1/17/2017
01/17/2017	Agent attempted to contact dealer Lance (SA), however, SM not available. Left message for a return call at extension 40302 in regards to repairs on customer vehicle
01/20/2017	writer spoke with SA Lance/customer declined offer/she picked up last week Was the customer in a rental? If yes, how many days?n/a Did the customer have a co-pay? If yes, how much? n/a What is the RO #? n/a Does the SM have the CAIR #? If no, provide it. n/a Review and Confirm the DM Notes with the SM while on the phone. n/a Does the SM have everything needed from Customer Care to process the claim? n/a
01/20/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8086RI****** This is Rachael with Chrysler customer care following up for your case manager. the dealer said that you have declined repairs at this time and no work was done *****END OF TEXT MESSAGE SENT TO CUSTOMER******
01/20/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8086RI****** to your vehicle. we will close your case at this time if you decide at a later date to have repairs done you may call and open up a new case. you may recieve *****END OF TEXT MESSAGE SENT TO CUSTOMER******
01/20/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8086RI****** a survey. if you do feel free to provide your feedback. thank you. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
01/24/2017	Writer doing a close loop as per lines 153 to 164
01/24/2017	CLOSED LOOP UPDATE - no need for additional follow-up.
01/24/2017	CONTACT UPDATE - Customer was contacted today at [10:53]. Customer was provided with agent's extension: [40302].

Email(s)

Date	10/01/2018	***Subject***	Customer and the DLR are seeking a return call fro		
From		***To***	***Sent Date/Time***	01/06/2017 19:36 PM	
Customer and the DLR are seeking a return call from the CM today 1/6 JD1861					

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

VIN	2C4RDGBG0FR[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/29/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/26/2017	**Origin**	Chat	**Reason**	New problem
Mileage	70,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	OSWEGATCHIE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60248	TEAM BLEVINS, LLC		**Dealer Phone**	3152871300
Dealer Address	1151 US HIGHWAY 11				
	GOUVERNEUR		NY	13642 3506	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	F
Subject	3/4 four doors not operationg properly				
Synopsis	Goodwill declined -closing only, DI declined, not manufacturing defect, DLR no willing to accept GW customer not loyal and does not take care of vehicle.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/29/2017 09:02 PM	Open
04/26/2017 02:51 PM	Closed
09/29/2018 03:20 PM	Closed

Initial Description

0473010000-Corporate,Chat,Information,Default,Default,Chat - Information,Chat - Information
0123031110-Product,Body / Trim / Paint Finish,Body Hardware,Broken, Cracked,F. Door-Driver,Left Front Door Hardware - Broken, Cracked,3/4 four doors not operationg properly

Case Comments

Date	Comment
01/29/2017	Chat ID[redacted] Hi, my name is Dylan with Dodge Customer Care, How may I help you today? Dylan: Hello [redacted] Hello Dylan I purchased a 2015 dodge caravan from fx caprara dodge in Watertown ny. I bought it brand new. I'm December 201[redacted] The doors on the van do not open I was wondering why on a van 2 years old there is issues with it. The passsanger sliding door opens sporadically the driver sliding door won't open at all the rear hatch we just spent $300 to get fixed. I feel like this must be a factory defect because my family has been buying dodge caravans for years I'm a 3 rd generation buyer of one. We have never had problems with the doors.[redacted] I feel like this would be a factory defect due to the 3 doors becoming broken within 1 year of owning [redacted] The doors are not powered Dylan: I can certainly understand your concerns [redacted]: I am afraid that I am unsure why this would be occurring, as a next step I would need to refer you to a local dealership for a diagnosis[redacted] yes we did that Dylan: What did the dealer advise you?[redacted] They say we have to pay for it there's no way I'm footing the bill for this obviously your factory put in junk parts and we love dodge so we are deeply concerned with the lack of willingness to pay for this. They don't see a correlation I'm like it's blatantly clear that it's a factory defect when 3 doors on a van less than2 years old would be going [redacted] I can't get my kids out of the van sometimes Dylan: Your concerns are certainly valid, I would need to conduct additional research with the dealership when they are open to gather more information Dylan: The dealer is F.X Caprara2[redacted] Yes fx capara dodge in Watertown Dylan: As soon as I have additional information I will follow up with you[redacted] are the easiest methods to be reached at? Dylan: Could I have the approximate mileage?[redacted] they had our van last Week they fixed the back hatch and they were going to fix the driver sliding door. However they couldn't get it open so they tried to charge us for 3hours of labor on the rear door even though it didn't get fixed [redacted] 70 we are over the warranty and he didn't get extended warranty however when we first called we were below the 65k mileage warranty because it was the first year we had it and they said it wasn't covered and it would cost $300 we said we'll we don't have that[redacted]: Kind of money so Dylan: I can certainly understand, I am going to review this further for you and as soon as I have additional information. I will be following up with you [redacted] currently 'Absent'. Approximately [redacted] s until disconnect. Dylan: Do you have any other questions or concern[redacted] disconnected ('Participant Left' [redacted] s currently 'Disconnected'.
02/02/2017	Reason for Dealer Contact: To get diagnostic information about the doors, to see if it would be considered a manufacturers defect Dealer Code:-60662 Dealer Personnel Required:Service Customer's Preferred Method of Contact: Customer Phone Number (Morning[redacted] Customer Phone Number (Evening[redacted] Customer Email address[redacted] Reason for assigning to Resolution Team: to inquire if this would be considered a defect Assigned to 86T

Date	Comment
02/02/2017	****DEALER CONTACT**** Agent called F X CAPRARA CHRYSLER JEEP DODGE @ 315-788-7400 and spoke with Shop Foreman Jason who advised that the customer did come in in Jan with issues for the rear lift gate. He said that they had to replace a light censor which cost $300. He said that at that time the customer was having issues with the driver side sliding door. He said that they believe that there is some salt and snow which has caused the latch to rust. He was not aware of issue with the right hand side door. He did state that the door would not open because of the rust and will likely have to go to a body shop to have the door opened /latch replaced. Jason advised that they are in the corrosion capital of the US.
02/02/2017	Customer is original owner, has had previous concern, and some loyalty. Customer also needs to be able to get children out of the van.
02/02/2017	Customer seeking assistance with: Issues with various doors not opening. Customer expecting: Customer seeking goodwill assistance. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 9 Latest call time: 9 Updates via text: Yes Updates via email: Yes [redacted] Vehicle location: Customer Date and Time of Appointment: N/A Confirmed appointment with: N/A Customer in rental: No Authorized by: No Rental start date: No
02/07/2017	[redacted] called to speak with CM KJ418. Writer warm transferred customer to CM at ext. 40299.
02/07/2017	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer [redacted]
02/07/2017	[redacted] has been activated for text message communication.
02/07/2017	Status update provided via email to the following email address: [redacted], my name is Kelsey and I have been assigned as your Case Manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted] My office hours are from 8:00 AM to 4:30 PM Mountain Time. My contact information is 800-763-8422 Ext. 40299. If I'm unavailable and you wish to speak with another case manager about your case, please contact Gus at extension 40659. If your preferred telephone number mentioned above isn't correct, please reply with the correction. End of Status Update
02/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Hello, this is Kelsey from Dodge Customer Care. As we discussed, I will be texting you status updates regarding your case# [redacted] . *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/07/2017	Text message received from [redacted]
02/07/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue Feb 07 18:53:12 EST 2017 Text: Thank you for the update ********** End SMS Reply From Customer **********
02/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** you are welcome sorry it took me so long to get back to you. have a great night I will follow up with you on the 10 or sooner of you let me know when you apt is *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/09/2017	Text message received from [redacted]
02/10/2017	Writer called and spoke with SM Chris who advised CM to advise customer to maybe go to a DLR with a body shop as she is going to need body shop repairs and their DLR does not have a body shop.
02/10/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] 5 Recieved Date: Thu Feb 09 17:07:09 EST 2017 Text: Hey just wondering if you found out if there is a cost associated with the pictures? ********** End SMS Reply From Customer **********
02/10/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40299.
02/10/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
02/10/2017	*****Case Management District 883***** Warranty: OOW basic/ still in powertrain warranty MVP: none Loyalty: 1new 0used
02/14/2017	Text message received from [redacted]
02/14/2017	Text message received from [redacted]
02/15/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] 5 Recieved Date: Tue Feb 14 14:37:13 EST 2017 Text: Blevins dodge dealership in Gouverneur ny will take the pictures Phone Number: [redacted] Recieved Date: Tue Feb 14 14:37:40 EST 2017 Text: They would like a call from you to get a better understanding of what they need to do ********** End SMS Reply From Customer **********
02/15/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40299. Writer advised customer that had received text about which DLR had taken to.
02/21/2017	Writer contacted customer, said who was and customer sighed and hung up phone
02/23/2017	Writer spoke to SA at BLEVINS BROS INC and found out vehicle never been to Dealership.
02/23/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1341TT****** Good afternoon, My name is Tovi with Dodge Customer Care. I called Dealership BLEVINS BROS INC and spoke to Service Advisor, he said your vehicle never been to *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/23/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1341TT****** their shop before, If you still need help with your case, please call me at 800-763-8422 EXT 40432 or your case manager will follow up with you tomorrow 2/24. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/23/2017	Text message received from [redacted]
02/24/2017	Writer called Customer. planning to make appointment. advised need appointment made by 3/1 to keep case open.
02/27/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Feb 23 14:44:48 EST 2017 Text: Hello yes I know that it's never been there remember we were looking for someone able to get the door open to take pictures! ********** End SMS Reply From Customer **********
03/01/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Hello [redacted], this is Kelsey with Dodge customer care, I left you a message regarding your request for the diagnosis on the doors on your vehicle. Please call *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** me back at 800-763-8422 EXT. 40299. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40299.
03/01/2017	Writer called and spoke with SA Mike who advised that the SM does not do warranty work unless the vehicle is not able to be driven, SA Mike advised that they will be able to take pictures for the customer, the diagnosis process will take about an hour, costing the customer $79 per hour. SA Mike advised that they have an available appointment on 03/10 if customer is available on that day, CM asked Mike to save that day for the customer and advised that CM would get ahold of customer to set up a time that works best for her.
03/01/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** The dealer advised that they will be able to take pictures for digital imaging, and that there would be a diagnosis charge, they advised me that it should take *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** about an hour to diagnose your vehicle and it would cost about $79 per hour. They have an appointment open for 03/10 if you would like to call and set that up *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** for a time that best suits your schedule. *****END OF TEXT MESSAGE SENT TO CUSTOMER******

Date	Comment
03/01/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** I will follow up wit you on 03/06 to see if you have an appointment if I don't hear from you before then, please keep in mind that an appointment needs to be *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** set to keep the case open. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** If there is no appointment set by 03/06 we will have to close the case until the vehicle is at the Dealer. If you have any other questions please give me a call *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2017	********** Update Prep Sheet ********** Prep sheet was updated successfully.
03/03/2017	Text message received from [redacted] Text message received from [redacted]
03/03/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Fri Mar 03 14:08:08 EST 2017 Text: Hello I am going to take it to northern collision in Gouverneur ny on Wednesday march 8th they will take the pictures and I will need the information on Phone Number: [redacted] Recieved Date: Fri Mar 03 14:08:08 EST 2017 Text: where you want them to send the pictures too ********** End SMS Reply From Customer **********
03/03/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Hello thank you for getting back to me [redacted] the dealership should know where to send them , however if they don't I would be more than happy to call *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/03/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** and let them know where to send the images. Do you gave the number to this place by chance? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/03/2017	Text message received from [redacted]
03/06/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Fri Mar 03 15:47:50 EST 2017 Text: It's not a dealership it is a body shop they are confident they can get the door open more confident than Blevins [redacted] ********** End SMS Reply From Customer **********
03/06/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40299.
03/06/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** [redacted], this is Kelsey, I left a message with the dealer letting them know where to send the images and gave them my information if they had any questions so *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/06/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** they could call me I will be following up with tomorrow. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/06/2017	Text message received from [redacted]
03/06/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Mon Mar 06 17:12:09 EST 2017 Text: My appointment with them is Wednesday am ********** End SMS Reply From Customer **********
03/08/2017	Text message received from [redacted]
03/08/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed Mar 08 00:53:59 EST 2017 Text: We got it open right now they are trying to determine the problem and will call Blevins with the result ********** End SMS Reply From Customer **********
03/08/2017	Writer called and spoke with SM Noah who advised that he was going to get with Bob from the collision body shop and submit the pictures to DI and see what DI has to say as far as fixing the rusted latches that are causing the customer to not be able to open her door from the inside, at this time Bob was able to fix the doors so they can be opened from the outside. SM Noah advised he would follow up 03/09.
03/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** [redacted] I will follow up with you on Tuesday to see what the next steps should be. is that ok? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/09/2017	Text message received from [redacted] 5
03/14/2017	Change to line 147: 1 new, 2 used
03/14/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Mar 09 17:53:45 EST 2017 Text: Ok Can we make an appointment for them to fix bc I was told faulty latch ********** End SMS Reply From Customer **********
03/14/2017	Writer contacted DLR 60248 SM Noah, who advised he will contact Bob at collision shop for pictures. Still need to submit pictures to DI for approval. SM Noah will call back.
03/14/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8653TR****** [redacted], I just contacted Noah in Service at Blevins and he is going to call over to the body shop, because they still have not got the approval from submitting *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/14/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8653TR****** photos to the approval department. Once we get the approval when would be a good time for appointment? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/16/2017	Writer called and spoke with SM Noah who advised that the customer will need the latches in the vehicle on the back doors, SM Noah advised that he will send in the pictures for DI, however he does not think they will be approved because he believes that this is somehow customer caused, and customer alleges she has had the latches replaced 3 different times. SM Noah stated that he would not want to do any goodwill for this customer at his DLR as this customers vehicle does not look to be taken care of at all. CM advised she would follow up to check status of DI claim.
03/16/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40299.
03/16/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Hello [redacted] this is Kelsey hope you are doing well I just wanted to give you an update we are still waiting to see if we are going to get approval, I will *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/16/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** following up with you no later than 03/22 with an update on what is going on. If you have any questions please don't hesitate to call. 800-763-8422 EXT.40299 *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/16/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Have a great and Safe weekend *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/22/2017	Writer spoke with SM Noah and the SM at the body shop was out all last week and he is still waiting for him to send over the pictures to submit to DI.
03/22/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6649SM****** Hello [redacted] this is Steven, I am assisting Kelsey. I just wanted to let you know we are still waiting on the Dealership to submit the photos to be approved. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/22/2017	Text message received from [redacted]
03/22/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed Mar 22 16:30:41 EDT 2017 Text: Really what are they waiting for?? ********** End SMS Reply From Customer **********
03/22/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6649SM****** The Service Manager at the body shop has been out of the office due to an illness, we apologize for the inconvenience and Kelsey will be back in the office 3/27 *****END OF TEXT MESSAGE SENT TO CUSTOMER******

Date	Comment
03/22/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6649SM****** She will follow up with you then and I hope you have a great weekend. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/27/2017	Writer called and spoke with customer who advised she scheduled an appointment at the DLR she bought the vehicle from because they did a previous repair and the repair is needed again, because the vehicle is not fixed, customer advised SM that she has an appointment on 04/03, CM advised she would follow up on 04/03 to make sure she made it to her appointment and make sure DLR knows of all concerns and issues customer is having.
04/03/2017	Writer called and spoke with SM Chris who advised that the back hatch on the vehicle was fine, SM advised that he did take a picture of the vehicle door and the paneling is off and he was not able to get the door open still, Chris advised that she take it back to the Body shop and have them send the pictures to digital imaging, and see if the latches can be covered for the customer. SM Chris advised he has no servicing history for the customer, and the vehicle does not look to be kept clean or maintained at all. He advised the it is out of goodwill assistance because of the mileage and condition of the vehicle.
04/03/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40299.
04/03/2017	Writer called 315 287-7300 and spoke with Dave who advised that as soon as customer makes he appointment at the Northern Collision he will get the pictures needed for DI and would write up and estimate. SM advised that she would let customer know that she would need to take her vehicle back into the body shop to get another set of pictures to send into DI.
04/05/2017	Text message received from [redacted]
04/05/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue Apr 04 20:41:13 EDT 2017 Text: Hey Kelsey ! Did Chris from f x Carrara ever email you the pictures??? Can you call me tomorrow am? I am very disappointed in f x Carrara thanks ********** End SMS Reply From Customer **********
04/05/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40299. Left message advising customer to make appointment at Northern Collision Body shop for with Dave so he can get pictures for DI.
04/06/2017	Writer called and spoke with customer and advised her that she would need to make an appointment so we could get the pictures for DI and build a claim for repairs. Customer advised she would make an appointment as soon as today.
04/06/2017	Writer called and spoke with SM Noah who advised that he was unable to get DI sent in because he did not have the VIN and the up to date mileage, CM advised that the customer was going to be making an appointment with Northern Collision today and he would be able to get pictures of those specific things. CM advised that he would be able to call FX Capera and get the pictures of the VIN an mileage. SM Noah advised he would call and find out and then get the pictures sent off. CM advised she would follow up on 04/12.
04/12/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Hello [redacted]vere you able to make that appointment with Northern Collision? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
04/13/2017	Text message received from [redacted] Text message received from 518-536-6055 Text message received from [redacted]5
04/13/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Thu Apr 13 15:18:39 EDT 2017 Text: ng to make an appointment for the 24th and I informed him the passenger sliding door is also acting up and I'm hoping dodge will fix both! Due to them b Phone Number [redacted] Recieved Date: Thu Apr 13 15:18:39 EDT 2017 Text: Hello I have spoken with northern collision and he would like to talk directly to you and find out what you want it's 315 287-7300 thank you we are tryi Phone Number: [redacted] Recieved Date: Thu Apr 13 15:18:39 EDT 2017 Text: oth acting up now ********** End SMS Reply From Customer **********
04/17/2017	Writer called and spoke with SM Noah who advised that they did get the pictures sent to DI and they were declined due to the mileage and wear and tear, customer will have to pay out of pocket and possible be reimbursed, DLR is not willing to accept an RA.
04/17/2017	Writer called and spoke with customer and advised that the DI was declined and that the DLR is not willing to accept an RA and customer may just have to pay out of pocket, CM advised she would do some research and see if GW at the DLR that the customer purchased the vehicle from is an option then we can try that if not customer will have to pay out of pocket and then send in documents for possible reimbursement.
04/20/2017	Agent attempted to contact customer, however, customer was not available. Unable to leave message, message said person is unavailable at this time please try again later.
04/20/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40299.
04/24/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40299. Left SM Noah a message.
04/24/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40299.
04/26/2017	CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date	10/01/2018	***Subject***	Hello, my name is Kelsey and I have been assigned		
From		***To***	***Sent Date/Time***	02/07/2017 22:51 PM	
Hello, my name is Kelsey and I have been assigned as your Case Manager. This e[redacted]on that your case, 30994280 , was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred numbe[redacted]My office hours are from 8:00 AM to 4:30 PM Mountain Time. My contact information is 800-763-8422 Ext. 40299. If IÂ'm unavailable and you wish to speak with another case manager about your case, please contact Gus at extension 40659. If your preferred telephone number mentioned above isnÂ't correct, please reply with the correction.					

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

VIN	2C4RC1BG1FR[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/30/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/30/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	21,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	TUCSON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	67858	MOORE CHRYSLER-JEEP INC		**Dealer Phone**	6239726004
Dealer Address	8600 W BELL RD				
	PEORIA		AZ	85382 3708	USA
Dealer Zone	West	**Sales District**		**Service District**	M
Subject	rear passenger door does not lock with power locks				
Synopsis	Customer states the rear passenger door does not lock with power locks, and small warp on the hood. Customer seeking warranty repairs. DLR states signing any body damage, none mentioned at time of sale. Agent advised customer to have the DLR diagnose t				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/30/2017 12:28 AM	Open
03/30/2017 05:54 AM	Closed
09/29/2018 02:30 PM	Closed

Initial Description

0464240000-Corporate,Survey By-Pass,Email Referral,Default,Default,Email Referral,Email Referral
0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,hood warped
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,rear passenger door does not lock with power locks

Case Comments

Date	Comment
03/30/2017	Briefly summarize why the customer is contacting Chrysler: Customer states the rear passenger door does not lock with power locks, and small warp on the hood. Customer seeking warranty repairs. Briefly summarize what the customer is expecting: DLR states signing any body damage, none mentioned at time of sale. Agent advised customer to have the DLR diagnose the rear passenger door.
03/30/2017	Survey bypass, no diagnosis.

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

VIN	2C4RC1BG1ER[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/31/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/29/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	54,438 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	BALTIMORE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68849	HERITAGE CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4106613400
Dealer Address	9219 HARFORD ROAD				
	BALTIMORE		MD	21234 3102	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	M
Subject	Customer looking for cst assistance				
Synopsis	Cost assistance.				
Customer Anomaly					
Contact Reason	C127	Negative Feedback On Vehicle	**Customer Anomaly**		
Reason Code	FCA World - Feedback - Product - Negative comments & Suggestions - Vehicle				

Case Status History

Create Date	Status
05/31/2017 05:41 PM	Open
05/31/2017 06:55 PM	Closed
06/05/2017 02:25 PM	Reopen
06/07/2017 06:57 PM	Closed
06/14/2017 03:56 PM	Reopen
06/29/2017 12:17 PM	Closed
09/29/2018 01:07 PM	Closed

Initial Description

0464140000-Corporate,Survey By-Pass,Reopen Error,Default,Default,Survey By Pass - Reopen Error,Survey By Pass - Reopen Error
0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,Customer looking for cst assistance

Case Comments

Date	Comment
06/05/2017	Customer calling to get in touch with HB439. Agent advised customer that agent was not a case manager but we could assist him. Customer calling in regards to lines 1-7. Agent reached out to DLR for more information. *****OUTBOUND CALL TO DLR******* Agent reached out to DLR to inquire about customer's vehicle. SA Skidmore advised that the vehicle needs a new door latch assembly and the repairs
06/05/2017	Agent found that customer is within DLR goodwill. Agent escalated case to 88F. Customer advised that they will be contacted within one (1) business day by COB their time Preferred morning/midday call back number is[redacted] Preferred afternoon/evening call back number is[redacted] Customer email address for case updates:[redacted] Would customer like to receive updates via text message? N Mobile number: NA Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Y If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 68849 HERITAGE CHRYSLER DODGE JEEP RAM If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: NA Time: NA Confirmed appointment at68849 with SA Skidmore Is the customer in a rental? N Who authorized? NA From what date? NA Reassigned to 88F
06/05/2017	are $936.
06/07/2017	****OUTBOUND CALL TO CUSTOMER*** Agent reached out to customer @[redacted] Voicemail states that the number is currently not in service.
06/14/2017	Customers best contact number:[redacted] dit to line 34+35
06/16/2017	Customer called back regarding this issue. Customer states that his vehicle was brought to the DLR. Agent advised customer that CAIR was currently reviewed. Agent verified line 17 Customers new phone numbe[redacted] Agent advised customer that DLR is providing cost assistance so additional assistance can not be provided. Customer does not agree with this decision. Customer states that he should have repair covered in full. Customer states that this is a major safety concern. Customer is seeking issue addressed that CM had not contacted him back in one business day as advised by previous agent.
06/28/2017	Agent was advised by TL to send back to ML1972.
06/28/2017	As JR2036 is the one that advised of the decision she is the one to close this case. As per LS1521 this case is being reassigned to JR2036.

New Customer Assistance Inquiry Record (CAIR)#					31788294
VIN	[redacted]	Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	06/12/2017	CAIR Type	Regular	Status	Closed
Close Date	07/11/2017	Origin	Telephone	Reason	New problem
Mileage	56,691 Miles	Market	U	Language	English
Contact Email	[redacted]	tact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	GAUTIER	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	41582	CROWN DODGE-CHRYSLER INC		Dealer Phone	2287691660
Dealer Address	2707 SHORTCUT ROAD				
	PASCAGOULA		MS	39567 1808	USA
Dealer Zone	Southwest	Sales District		Service District	R
Subject	passenger side not working				
Synopsis	CUSTOMER CONTACTED CAC WITH ISSUES WITH REPAIRS. DLR DID REPAIRS. CASE CLOSED				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/12/2017 05:07 PM	Open
07/11/2017 05:10 PM	Closed
09/29/2018 05:22 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,passenger side not working

Case Comments

Date	Comment
06/12/2017	Briefly summarize why the customer is contacting Chrysler: Customer calling as she was told to submit paperwork to Chrysler to have her repair covered, and wasn't sure what else she needed to do, as DLR is charging her 110.00 to look at her vehicle Briefly summarize what the customer is expecting: cost assiatnce with the repair as she was told that she would get. Agent advised that agent can send to our CM team to look inot any cost assiatnce. Agent made no gurantees as she is oOW. Customer is the 2nd owner, 4 used household, within D12-27. She feels that she should not have to pay as she did not do anything to caused this. Agent advised that agent will send to our CM team for review and they will reach out to her sometime tomorrow. Agent gave her her new case number. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: Updates via text: Y/N n Updates via email: Y/N y[redacted]Vehicle location: Dealer CROWN DODGE-CHRYSLER Date and Time of Appointment: [Insert Date and Time]. at DLR Confirmed appointment with: [Dealer and Dealer Contact] at DLR Customer in rental: Y/N n/a Authorized by: n/a Rental start date: [Date] n/a Reassign to 88F
06/12/2017	SME reviewed
06/13/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40349.
06/13/2017	Status update provided via email to the following email address[redacted] My name is Lauren and I have been assigned as your Case Manager. This email is confirmation that your cas[redacted]was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, 228.218.3424. My office hours are from 7:30 AM to 4:00 PM Mountain Time. My contact information is 800-763-8422 Ext. 40349. If I'm unavailable and you wish to speak with another case manager about your case, please contact Luanne at extension 40622. If your preferred telephone number mentioned above isn't correct, please reply with the correction. I look forward to working with you! End of Status Update
06/13/2017	Writer contacted customer and spoke to wife Bethany[redacted]
06/13/2017	Writer contacted customer and spoke to wife Bethany[redacted] Custom states that the tail light isn't working, the passenger headrest is popped open. She had her vehicle diagnosed yesterday and went to pick it up because she doesn't have money for repairs. She was told by SM Mike she needed to at least pay diagnostic fee, but customer refused and just took her vehicle. SM got mad and said he would not accept any goodwill from FCA anymore. Customer doesn't understand why. Customer doesn't feel she should pay for everything. Writer informed customer regardless of our help she needs to pay the diagnostic fee. Some DLR waive fee if they get repairs done, but all DLRs are different . Writer told she would call and diagnosis info from SM and get pricing and make a decision and follow up with her no later than Thursday. Customer agreed. Call ended. Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40349 Writer emailed SM. Waiting for response.

Date	Comment
06/14/2017	Writer contacted DLR and spoke to SM Mike, who stated that the customer made a huge scene when they told her she needed to pay for the diagnostic fee. SM said she was cursing and causing a scene and so just to get customer out of DLR, they told her she didn't need to pay and to leave. Writer asked what diagnosis they found. 1st problem, The HEADREST. Customer claims the passenger headrest deployed while vehicle was parked. SM said this could not have happened the way the headrest looked. The back facing of the headrest is pulled apart. It was ripped off the back and it looks as if they used it pull themselves into vehicle or someone was pulling it up and it broke. It is not a manufacture defect. SM determined its customer caused. Writer informed SM we cannot offer cost assistance for this. 2nd problem, the right rear tail lamp isn't working. SM determined the LED is blown out and to replace this, you have to buy the whole tail light assembly. POF normally don't go so fast, so a circuit board went out. Its a manufacture defect. The passenger rear sliding door would not lock automatically. POF the door lock actuator was stuck. its a manufacture defect as well. Writer told SM that she would like to offer goodwill for the tail light assembly and the door lock actuator. SM said he would get warranty pricing together, but isn't sure he wants to assist her, because she caused such a big a scene and demands that she pay for nothing. The past 2 times she has been in, customer has not paid for a thing. Writer informed SM she will inform customer of what is going on and let her know that its a privilege to get cost assistance, not a right. SM ask that we discuss what her co-pay will be before making offer to customer. Writer agreed. Follow up set for tomorrow.
06/14/2017	Writer called customer and advised her of all 3 diagnosis the DLR found. Writer informed customer we could assist with 2 out of the 3 repairs, but none the less this is amazing news, its just a matter of waiting for the pricing. Writer informed customer that she should receive the pricing by email from the SM this afternoon if not early tomorrow. Customer agreed. Follow up set for Friday.
06/16/2017	SM Mike emailed warranty pricing and it goes as follows: PARTS: Tail lamp Assembly $270.20, LABOR $16.28. PART: Actuator $102.76 Labor $122.16. TOTAL OF $ 511.40. SM feels 50/50 split should be fair enough and they want her half upfront before ordering parts.
06/16/2017	Writer called customer and make goodwill offer with customer co-pay of $255.70. This is the 50/50 split fro mthe $511.40. Customer asked if she could just pay for the tail lamp assembly now and pay for the rest later and still get the same price. Writer informed customer this is not how it usually works, but she will ask, and let her know Monday. customer agreed. Call ended.
06/16/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/16/2017	* * * * * * * * * Case Management - District 63 * * * * * * * * * OOW: NO BASIC YES POWERTRAIN MVP: NO Household: 0 NEW 4 USED
06/19/2017	SM Mike emailed warranty pricing and it goes as follows: PARTS: Tail lamp Assembly $270.20, LABOR $16.28. Total: 286.48. Writer will make goodwill with customer co-pay of $150.00. Customer needs to pay up front before parts are ordered. Writer agreed. Call ended.
06/19/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40349.
06/20/2017	Writer contacted customer and she accepted goodwill offer with customer co pay of $150.00. Writer informed customer she needed to pay upfront. Customer said she would pay tomorrow and then call writer and let her know its paid. Writer agreed. Call ended.
06/21/2017	Writer called SM Mike and advised that customer accepted goodwill offer and will be calling to pay the $150.00 so the parts can be ordered. SM agreed. ETA: Friday. Follow up set for Monday.
06/26/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40349. Writer emailed SM. waiting for response. Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40349.
06/28/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40349.
06/28/2017	Writer emailed SM or update on vehicle. Waiting for response.
06/30/2017	Writer contacted customer and she stated that she went in for repairs and they ordered the wrong part, so they had to re-order light. Writer apologized and informed customer she would see about expediting part. customer agreed. follow up set for Wednesday.
07/05/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40349 Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40349.
07/05/2017	SM emailed and said they had to re order part, but it has already come in and they are just waiting for customer to bring vehicle in. Writer emailed back the appt. date. Waiting for response. call ended.
07/07/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40349.
07/07/2017	**********CUSTOMER CONTACT********** Customer called with appt. 7/10 at 9:30 AM. Follow up set for Tuesday.
07/11/2017	Writer called customer and she stated she is satisfied with repairs and okay with closing the case. Writer informed customer of survey. customer agreed. call ended. CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer. CONTACT UPDATE - Customer was contacted today at [11:07 AM]. Customer was provided with agent's extension: [40349].
07/11/2017	SM Mike emailed and said all repairs are completed. Was the customer in a rental? NO If yes, how many days? Did the customer have a co-pay? YES If yes, how much? $150.00 What is the RO #? 97079 Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? YES MILEAGE: 56,691

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] My name is Lauren and I hav		
From		***To***		***Sent Date/Time***	06/13/2017 18:46 PM

Hell[redacted]

My name is Lauren and I have been assigned as your Case Manager. This email is confirmation that your case, 31788294, was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, 228.218.3424. My office hours are from 7:30 AM to 4:00 PM Mountain Time. My contact information is 800-763-8422 Ext. 40349. If IÂ'm unavailable and you wish to speak with another case manager about your case, please contact Luanne at extension 40622. If your preferred telephone number mentioned above isnÂ't correct, please reply with the correction. I look forward to working with you!

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

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/13/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/27/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	41,356 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	HORTONVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	23748	KOLOSSO CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9207396381
Dealer Address	2701 W COLLEGE AVE				
	APPLETON		WI	54914 2916	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	J
Subject	power sliding doors and locks not functioning				
Synopsis	All repairs have been completed. Customer has accepted SC WA585N. Case is now closing.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/13/2017 07:00 PM	Open
07/27/2017 03:17 PM	Closed
09/29/2018 01:24 PM	Closed

Initial Description

0108425701-Product,Electrical,Wipers / Washers,Intermittent or Inoperative,Front,Front Wipers / Washers - Intermittent or Inoperative,wiper blades have a repeated issue that has not been resolved
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,power sliding doors and locks not functioning

Case Comments

Date	Comment
07/13/2017	Briefly summarize why the customer is contacting Chrysler: dealer SA Troy called with customers, who are having a unresolved issue with the wiper going off/on by them selves and the sliding door no opening and locking children in car, customer were seeking GW for cost of repairs as it was happening within warranty but had not been resolved, dealer confirmed vehicle is back at the dealer Briefly summarize what the customer is expecting: Customer seeking assistance with: unresolved issue [Insert Vehicle Concern]. Customer expecting: [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number[redacted]Earliest call time:900 Latest call time: 800 Updates via text: N Updates via email: Y: [redacted]Vehicle location: dealer Date and Time of Appointment: 07/13/2017 200 pm Confirmed appointment with: [Dealer 23748 SA/SM troy Customer in rental: N Authorized by: Rental start date: 88F
07/13/2017	**JM2677 -- Approves Escalation**
07/13/2017	Customer called in stated his SA advised the customer to call and talk with the CM. Agent advised the customer that a CM would be assigned to his case . Agent advised the customer of lines 13.
07/14/2017	********* Case Management - District 88 4 ********* Loyalty Snapshot: Basic warranty expired by mileage In Powertrain warranty for additional 29 Months or 59,000 Miles MVP: ESSR24N Household: 3 New, 1 Used
07/14/2017	Status update provided via email to the following email address[redacted]This is Tamyra , your case specialist with FCA Customer Care. This email is confirmation that your case,[redacted]was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, 920-570-2237. My office hours are from 8:00 AM to 3:30 PM MT. My contact information is 800-763-8422 Ext. 40421. If your preferred telephone number mentioned above isn't correct, please reply with the correction. I look forward to working with you. End of Status Update
07/14/2017	CONTACT UPDATE - Customer was contacted today at 11:04 am Customer was provided with agent's extension: 40421
07/14/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/14/2017	Agent attempted to contact dealer Service Advisor, Troy, however, SA not available. Left message for a return call at extension 40421
07/14/2017	SA Troy called in. Left message for call back.
07/14/2017	Writer contacted SA Troy. SA advised tech is still diagnosing vehicle. SA advised he will contact writer once diagnosis is complete
07/14/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40421.
07/14/2017	Customer called stating that he had not received a call Customer was seeking updates on the case Agent advised customer that they can transfer them over to their CM Agent provided customer with the CAIR # Agent corrected the preferred phone number Preferred number is:[redacted]
07/17/2017	Agent attempted to contact dealer Service Advisor, Troy, however, SA not available. Left message for a return call at extension 40421
07/17/2017	SA Troy called to speak with the Case Specialist. Transferred the SA to CS TC908 at ext. 40421.

Date	Comment
07/17/2017	SM Troy called in. States they were unable to duplicate the wiper issue. States vehicle needs a right sliding door latch. Warranty pricing for repair is $691.92 including parts and labor. Writer inquired about an RA. SM advised would be able to accept RA. Writer and SM both agreed that $200 would be an appropriate customer co-pay.
07/17/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40421.
07/17/2017	Customer called in. Writer offered $200 co-pay. Customer disputed this offer. Writer then spoke with TL MI262 who authorized $50 customer co-pay. Writer advised customer that normally customer co-pay is at least $100, however, writer was able to get this lowered to $50. Customer asked about getting an extended warranty. Writer advised will look into this possibility. Customer advised that if he can't get an extended warranty he expects to have his $50 co-pay refunded.
07/17/2017	Writer contacted SM Troy. Advised lines 74-77. SM advised he will get parts ordered. SM advised parts will take 4 - 5 days. Writer advised will follow up 07/21
07/21/2017	Writer contacted DLR. Spoke with Parts. No order for this customer. Spoke with Service. Troy is gone for the day. Writer advised will follow up 07/24
07/24/2017	Writer spoke with SM Troy. SM advised all repairs have been completed and vehicle has been returned to customer. Was the customer in a rental? No Did the customer have a co-pay? $50 What is the RO #[redacted] Does the SM have the CAIR #[redacted] Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Mileage: 41356
07/24/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40421. Left message to advise of 2 day close and survey.
07/24/2017	Status update provided via email to the following email address:[redacted] This is Tamyra, your case manager with FCA Customer Care. I have confirmed repairs with the dealership. This will now move the case to a 2 day close out period. If in these 2 days there are still issues please contact Customer Care and provide your case number. If there are no issues then there is no need to contact Customer Care and the case will be closed on day 2. Thank you for working with Chrysler and for being a VALUED LOYAL Customer. Thank you for allowing Chrysler Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of each case. Therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Chrysler customer. End of Status Update
07/24/2017	approves offer of[redacted]
07/26/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40421.
07/27/2017	Customer called in. Writer offered SC WA585N (5 years - 85,000 miles.) Customer accepted SC.
07/27/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
08/03/2017	[redacted] Contract created. Contract number is[redacted]

Email(s)

Date	10/01/2018	***Subject***	This is Tamyra, your case manager with FCA Custome		
From		***To***	***Sent Date/Time***	07/24/2017 17:15 PM	

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

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

VIN	[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/20/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/02/2017	**Origin**	Email	**Reason**	New problem
Mileage	45,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	4052626433	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	EL RENO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68515	FRONTIER MOTOR CO		**Dealer Phone**	4052626433
Dealer Address	1645 E US HIGHWAY 66				
	EL RENO		OK	73036 5769	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	P
Subject	Gear Shifter Knob.				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/20/2017 05:36 PM	Unworked
07/22/2017 08:09 AM	Open
08/02/2017 09:04 AM	Closed
08/02/2017 09:04 AM	Reopen
08/02/2017 10:22 AM	Closed
09/29/2018 02:06 PM	Closed

Initial Description

0121010000-Product,Transmission / Transaxle,Gear Selector / Linkage,Other,Default,Gear Selector / Linkage Inquiry,Gear Shifter Knob.

Case Comments

Date	Comment
07/20/2017	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Shifter knob ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
07/22/2017	*****Customer Email***** We are having some work done on our 2014 Town & Country that we purchased in May of 2015. At the time it had 19k miles and we purchased it from Enterprise Rental. The main reason for this service call was that the power sliding doors stopped working which is being covered by the extended warranty we purchased . They also located an issue with the transmission pan and it Is being replaced under the power train warranty. My question is this, we also had the trim piece that sits atop the shifter knob. We were told that this would not be covered. My issue is this, with vehicle only being three years old, I shouldn't have to worry about it falling apart all of the sudden. The dealership tried to submit this due to the fact that it broke under normal use. Somehow I don't think it is fair that this will not be replaced and that it would cost $182 to replace the entire knob just for a small cover piece. Thank you. *****End of Customer Email*****
07/22/2017	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. I would be more than happy to see what can be done to assist you with your request regarding the gear shifter knob. At this time we will be speaking to the dealership to gather more information about the gear shifter knob repair, once verified we will be contacting you with an update in your case. I am able to see that you have been a loyal customer, let me see what I can do for you. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Michael Customer Service Representative FCA Customer Assistance Center *****End of CAC Email*****
07/24/2017	agent contacted DLR and left message with SA Brice with customer and case info for SM to call back
07/24/2017	if SM calls back please gather info as per next steps
07/24/2017	- SM Joe is returning the previous Agent's call. He has provided the following information: Warranty pricing - Parts: $131.29 Warranty pricing - Labour: $30.00 (3/10) Sub-Total: $161.29 Tax: $11.61 Total: $172.90 DLR prefers a check for the payment. SM Joe states that this is a workmanship issue at the manufacturing facility. He states that it is a fairly common issue with this part. He states that this is the customer's first visit to his dealership. The current mileage is 48,651. He states that the customer has gone to David Stanley Dodge #44554 twice. Agent told him that Chrysler has not made the decision yet on whether to cover the repair.
07/26/2017	Dear [redacted] Thank you for your patience in this matter; we have been in contact with the dealership regarding the gear shifter, and have almost come to a conclusion in your case. We will be contacting Service Manager Joe one more time to discuss options in your case. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Michael
07/26/2017	Customer Service Representative FCA Customer Assistance Center *****End of CAC Email*****
07/26/2017	Status update provided via email to the following email address: joelowden@frontierautogroup.com hi Mr. Lowden, this email is in reference to [redacted] 2014 Chrysler town and country, as requested the case # for the RO to be submitted to would be [redacted] if you need further information, you can reach us at 1-800-247-9753 and referencing the case # -FCA Customer Care End of Status Update

Date	Comment
07/26/2017	agent contacted DLR and spoke to with SM Joe who was advised of info and to have work done and submitted under case [redacted] SM inquired about email at joelowden@frontierautogroup.com providing case #. agent sent email, SM states he will order knob and contact customer once part is in for work to be done.
07/27/2017	Dear [redacted], Hello, my name is Michael from Chrysler Customer Assistance; we have been in contact with your dealership regarding the Shifter Knob repair on the customer's vehicle. At this time we are willing to cover the cost of the repair; however, we would only ask that you send the repair order as documentation. There are multiple options available to submit documentation including mail, fax, or email. Either mail in your documentation to: FCA Group Customer Care Center P.O. Box 21-8004 Auburn Hills, MI 48321-8004 Or you may fax a copy of the documentation for review to fax #1-877-768-5076. If you mail, or fax documentation we would ask that you reference your case number on the documents. Also, we have sent you an email containing the Document Request Link to the email listed on file joelowden@frontierautogroup.com. You should receive it shortly. This link will expire in seven days. Once the documentation is reviewed, you will be contacted with an update. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Michael Customer Service Representative FCA Customer Assistance Center *****End of CAC Email*****
07/27/2017	****** Below Customer Contacted for Documentation Request ****** joelowden@frontierautogroup.com on 2017-07-26 @ 23:46
07/29/2017	waiting for dealership documentation.
07/31/2017	***** Customer Document Received *****
07/31/2017	agent reviewed line 121, agent contacted SM Joe and verified that all files were sent successfully. agent advised SM that we have documents on case and they will be handled appropriately.
08/02/2017	FRONTIER MOTOR CO, 68515 has submitted request for reimbursement for (rental/repair): Authorized by:LC779 Invoice [redacted] 1 Date: 31JUL17 Days: 1 day. Amt. Per Day $NA not rental. Parts $19.89 Labor $96.74 Tax $0.00 Total $116.63 Writer is submitting check for approval in the amount of $116.63
08/02/2017	Dear [redacted], Thank you for your patience in this matter; I would like to take the opportunity to confirm if you are happy with the service you had performed at the Frontier Motor Co. dealership. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Michael Customer Service Representative FCA Customer Assistance Center *****End of CAC Email*****
08/02/2017	Check processed for 116.63

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/08/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/09/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	20,400 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**e**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ROCKAWAY PARK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF		**Dealer Phone**	5168684400
Dealer Address	3614 SUNRISE HWY				
	WANTAGH		NY	11793 4051	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	passenger door lock does not work				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/08/2017 09:52 PM	Open
08/09/2017 12:19 AM	Closed
09/29/2018 05:54 PM	Closed

Initial Description

0464240000-Corporate,Survey By-Pass,Email Referral,Default,Default,Email Referral,Email Referral
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,passenger door lock does not work

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/23/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/23/2017	**Origin**	Roadside Assistance	**Reason**	New problem
Mileage	24,200 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	EL MONTE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	27028	WEST COVINA CHRYSLER DODGE JEEP RA		**Dealer Phone**	6268587202
Dealer Address	298 N AZUSA AVE				
	WEST COVINA		CA	91791 1343	USA
Dealer Zone	California	**Sales District**		**Service District**	L
Subject	Roadside Towing - Electrical				
Synopsis					
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
08/23/2017 08:54 AM	Open
08/23/2017 08:54 AM	Closed
09/29/2018 05:33 PM	Closed

Initial Description

0430011300-Corporate,Roadside Services,Warranty,Electrical,Default,Roadside Towing - Electrical,Roadside Towing - Electrical

Case Comments

Date	Comment
08/23/2017	Roadside Assistance Contacted - DATE : 2017-08-23 Road Side File Created 08-23-17 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: WEST COVINA CA USA CA POWER DOORS ARE NOT OPENING HAVING ELETRICAL ISSUE DEALER CODE : 27028 WEST COVINA CHRYSLER DODGE JEEP RA

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

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/23/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/29/2018	**Origin**	Roadside Assistance	**Reason**	New problem
Mileage	24,200 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	EL MONTE	**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
Dealer	60523	MOTOR VILLAGE LA		**Dealer Phone**	3239335501
Dealer Address	2025 S FIGUEROA ST				
	LOS ANGELES		CA	90007 1340	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Roadside Services - Warranty vehicle needs winch				
Synopsis					
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
08/23/2017 08:54 AM	Open
08/23/2017 08:54 AM	Closed
09/29/2018 05:32 PM	Closed

Initial Description

0430010300-Corporate,Roadside Services,Warranty,Winch,Default,Roadside Services - Warranty vehicle needs winch,Roadside Services - Warranty vehicle needs winch

Case Comments

Date	Comment
08/23/2017	Roadside Assistance Contacted - DATE : 2017-08-23 Road Side File Created 08-23-17 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: [redacted] EL MONTE CA USA POWER DOORS ARE NOT OPENING HAVING ELETRICAL ISSUE DEALER CODE : 60523 MOTOR VILLAGE LA

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

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/10/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/20/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	LANSING	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	EARNEST IRELAND				
Customer Address					
Dealer	60655	LaFontaine Chrysler Dodge Jeep RAM		**Dealer Phone**	5173941200
Dealer Address	6131 S PENNSYLVANIA AVE				
	LANSING		MI	48911 5718	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	O
Subject	no start				
Synopsis	Survey By Pass - No Diagnosis				
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/10/2017 05:00 PM	Open
09/20/2017 09:12 PM	Closed
09/29/2018 01:31 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,back door wont unlock have to manually unlock
0118002900-Product,Drivability,Unknown,No Start,Default,No Start,no start

Case Comments

Date	Comment
09/10/2017	Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler in regards to a problem he is experiencing with the vehicle. Customer stated that as he got in the vehicle this morning the vehicle wouldn't start. Customer stated that all the lights are coming on so he believes its not the battery. Customer also stated that the vehicle back door isn't unlocking using the fob. Customer has to manually unlock to open the door. Briefly summarize what the customer is expecting: vehicle to be repaired Agent advised customer that the vehicle does have an open SC so the repair maybe covered. Agent advised customer that the vehicle would need to be diagnosed by a branded DLR. Agent advised customer to call DLR Monday morning to schedule diagnostic appointment.
09/10/2017	SURVEY BY PASS NO DIAGNOSIS

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

VIN	[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/03/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/20/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	51,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	RED BUD	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	54604	OLIVER C JOSEPH INC		**Dealer Phone**	6182338140
Dealer Address	3795 WEST STATE ROUTE 15				
	BELLEVILLE		IL	62226 3100	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	P
Subject	key being replaced for the third time				
Synopsis	Customer experiencing concerns with key fob . CM offered goodwill for new key fob. Closing case.				
Customer Anomaly	Electronics				
	Key Fob / Remote				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	21	Key fob/remote problems
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/03/2017 06:34 PM	Open
10/03/2017 10:21 PM	Closed
10/12/2017 06:08 PM	Reopen
10/20/2017 02:05 PM	Closed
09/29/2018 05:12 PM	Closed

Initial Description

0108110000-Product,Electrical,Remote/Key Fob,Default,Default,Remote/Key Fob,key being replaced for the third time

Case Comments

Date	Comment
10/03/2017	Briefly summarize why the customer is contacting Chrysler: Customer stated that he is replacing the key for the 3rd time and is not covered under warranty. Customer stated that he had the last one replaced in 10/2016 at 35000 miles and it is not covered under any Mopar part warranty. Briefly summarize what the customer is expecting: Assistance with the third key fob Agent advised customer that cost assistance can be considered with the vehicle at the DLR. Agent provided the case number. Reassign for survey bypass – no diagnosis
10/03/2017	Customer called advisor stating that he is suppose to call CAC with a appointment date. Customer appointment is scheduled with dealership 54604 Thursday October 12, 2017 at 9am
10/12/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
10/12/2017	*****UCONNECT CASE MANAGEMENT***** Service Advisor Ricky was cold transferred to UCM. Service Advisor Ricky states he is seeking about cost assistance for the customer as he has a case regarding his key fob. Service Advisor Ricky states the key fob is bad and needs to be replaced. Service Advisor Ricky states customer has an ongoing past history of troubles with the key fob. Writer advised Service Advisor Ricky CM handles concerns with the radio not the key fob. Writer advised Service Advisor Ricky CM will put him on hold and review the information. Writer advised Service Advisor Ricky CM reviewed the information and customer does follow in our criteria for possible assistance. Writer advised Service Advisor Ricky CM will reassign the case to the department that can make the final decision. Service Advisor Ricky states his dealer code is #54604 and his extension is #333. Service Advisor Ricky states the customer's phone number is # [redacted]
10/12/2017	Reassigned
10/12/2017	Customer seeking assistance with: Customer needs to have his key fob replaced for the 3rd time. Customer expecting: Customer seeking cost assistance with the repair. As this is a repeat concern. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe [redacted] Earliest call time: 8:00 AM Latest call time: 8:00 PM Updates via text: Yes Updates via email: No Vehicle location: Dealer Date and Time of Appointment: October 12th, 2017 Confirmed appointment with: OLIVER C JOSEPH INC # 54604 Customer in rental: No Authorized by: N/A Rental start date: Reassigned to 86X
10/12/2017	SA Ricky called and stated the diagnosis on the problem is the key fob . SA Ricky stated the key fob does need to be replaced. SA Ricky stated the total price is $274.78
10/13/2017	GOODWILL QUALIFIER NARRATIVE In-service Date :08/30/2014 Original own :yes Mileage: 51000 Vehicle purchase loyalty: 2 new Multiple repairs/previous related repairs: yes MVP plans:no Other :
10/13/2017	*****OUTBOUND DLR CONTACT ***** OLIVER C JOSEPH IN Dealer Phone : 618-233-8140C M attempted to contact DLR however lines continuously rang busy CM looking to find out why replacement isn't covered under the mopar warranty since repairs completed in: 10/24/2016- oct 06/01/2016 june
10/13/2017	*****OUTBOUND DLR CONTACT **** OLIVER C JOSEPH IN Dealer Phone : 618-233-8140C M attempted to contact DLR again however received a VM. CM LVM requesting contact back

Date	Comment
10/13/2017	CM attempted to contact customer however customer disconnected on CM.
10/16/2017	SA Ricky from the dealership called requesting to speak to CM. Agent warm transferred SA to CM.
10/16/2017	*****INBOUND DLR CONTACT****** OLIVER C JOSEPH INC Dealer Phone : 618-233-8140 SA Ricky contacting to advise the customer had previous issues with the Key fobs not opening the sliding doors, this time the button has to be clicked 2-3 times to unlock or lock the doors. Key fob replacement cost is 192.89. CM covering cost for customer. DM notes to be added. As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows: Parts =192.89 Total = 192.89 Co-pay = 0.00 ########## DIRECT-TO-DEALER ########## Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. ########## ##########
10/17/2017	CM ATTEMPTED TO CONTACT CUSTOMER HOWEVER UNSUCCESFUL. CM LVM REQUESTING CALLBACK .
10/18/2017	CM ATTEMPTED TO CONTACT CUSTOMER HOWEVER UNSUCCESFUL. CM LVM REQUESTING CALLBACK
10/18/2017	CM advised one more contact attempt would be made , before closing case
10/20/2017	Status update provided via email to the following email address [redacted]Good Morning, I have attempted to contact you to inquire if further assistance is needed however unsuccessful to speak with you. I will temporally close the case however should you require assistance please contact me directly and I will reopen case. Thank you Sincerely Samantha FCA Case Management 844-827-2003|4719598 End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Good Morning, I have attempted to contact you to		
From		***To***	***Sent Date/Time***	10/20/2017 14:04 PM	

Good Morning,
I have attempted to contact you to inquire if further assistance is needed however unsuccessful to speak with you.
I will temporally close the case however should you require assistance please contact me directly and I will reopen case.
Thank you
Sincerely Samantha
FCA Case Management
844-827-2003|4719598

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

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/05/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/12/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	28,301 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	TAMARAC	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60539	AVENTURA CHRYSLER JEEP DODGE RAM		**Dealer Phone**	3054935000
Dealer Address	2198 NE 163RD ST				
	NORTH MIAMI BEACH		FL	33162 4926	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Rejected Dealer - Service Unresolved				
Synopsis	Phone number is no longer referenced to customer. Closing case until customer calls back in due to no form of contact.				
Customer Anomaly					
Contact Reason	C163	Service Problem Not Resolved	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Service Problem Not Resolved				

Case Status History

Create Date	Status
10/05/2017 09:36 PM	Open
10/12/2017 09:40 PM	Closed
09/29/2018 04:04 PM	Closed

Initial Description

0207020100-Dealer,Rejected,Service,Unresolved,Default,Rejected Dealer - Service Unresolved,Rejected Dealer - Service Unresolved

Case Comments

Date	Comment
10/05/2017	[redacted] has been activated for text message communication.
10/05/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4052LJ****** Hola señor, mi nombre es Leslie y seré tu administradora del caso. sentirse en libertad de ponerse en contacto conmigo en cualquier momento al 1-800-265-080 *****END OF TEXT MESSAGE SENT TO CUSTOMER******
10/05/2017	Text message received from [redacted]
10/05/2017	Customer called in very upset because he feels that the dealer is not communicating honestly with him. He was declined for an a/c repair and they will only repair the door. For the door part necessary, they ordered the wrong part and did not inform the customer of this mistake. They are not answering the customers calls and he doesn't feel that is right. Customer is asking for assistance in resolving this issue as well as assistance with a rental. I explained to the customer that this is a process that will take time and I will have to look into the situation further.
10/10/2017	Spoke with John from [60539] Aventura CJDR that stated that they ordered the latch for the rear sliding door. In reference to the A/C the rear right a/c vent was inspected and determined that it was broken therefore not covered under the warranty. Part number:4675846ae (Sliding door latch) Shipr#[redacted]ETA:N/A
10/12/2017	Phone number is no longer referenced to customer. Closing case until customer calls back in due to no form of contact.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/06/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2017	**Origin**	Roadside Assistance	**Reason**	New problem
Mileage	49,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	PHILADELPHIA	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		**Dealer Phone**	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	Roadside Services - Warranty vehicle lockout				
Synopsis					
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
10/06/2017 06:04 AM	Open
10/06/2017 06:04 AM	Closed
09/29/2018 12:27 PM	Closed

Initial Description

0430010500-Corporate,Roadside Services,Warranty,Lockout,Default,Roadside Services - Warranty vehicle lockout,Roadside Services - Warranty vehicle lockout

Case Comments

Date	Comment
10/06/2017	Roadside Assistance Contacted - DATE : 2017-10-06 Road Side File Created 10-06-17 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: 915 EAST SCHILLER ST H ST PHILADELPHIA PA USA KEY PAD WILL NOT UNLOCK THE VEH DOOR/CX NEEDS A DO DEALER CODE : 49983 CHAMPION CJD/EAN HOLDINGS LLC

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

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/16/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/16/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	56,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	VALPARAISO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	08299	BOSAK MOTORS OF MERRILLVILLE, LLC		**Dealer Phone**	2197382323
Dealer Address	3111 W LINCOLN HWY				
	MERRILLVILLE		IN	46410 5148	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	door lock needs replacing				
Synopsis					
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/16/2018 03:07 PM	Open
02/16/2018 06:51 PM	Closed
09/29/2018 04:05 PM	Closed

Initial Description

0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,door lock needs replacing

Case Comments

Date	Comment
02/16/2018	Customer called CAC stating that the vehicle was taken into DLR - door lock is broken. Customer received a call and DLR stated that there are trim pieces that would break and that customer would have to pay for those. Customer seeking assistance as he does not feel he needs to pay for this. Agent reached out to DLR but was unable to speak to SA Doug. Follow up time set.
02/16/2018	Task response received from Dealer 08299
02/16/2018	Task response received from Dealer 08299
02/16/2018	Customer called to follow up on the case, customer stated the previous agent advised the dealer was being contacted. Advised the dealer has sent two responses, the first is similar to what he advised previously for the potential for trim pieces to break with the door lock repair. Advised the dealers second response stated no appliques were broken during the repair. Customer is calling dealer to follow up about picking up the vehicle.
02/16/2018	Response By: S09211B Dealer Code: 08299Date: 02/16/2018 01:31:23 PM 2/16/2018 @ 12:27 PM - SA DS STATES...ADVISED CUSTOMER THAT APPLIQUES "COULD POSSIBLY" BRAKE WHEN REMOVING TO DO AN OUT OF WARRANTY, COVERED BY CUSTOMER OUTSIDE WARRARNTY REPAIR. PARTS HAVE TO BE REMOVED TO DO THE REPAIR AND AT TIMES THE APPLIQUES DO BRAKE. CUSTOMERS ARE ALWAYS ADVISED OF SUCH PRIOR TO PROCEEDING WITH OSW REPAIRS.
02/16/2018	Response By: S09211B Dealer Code: 08299Date: 02/16/2018 02:21:46 PM 2/16/2018 @ 1:18PM...THIS REPAIR HAS BEEN COMPLETED, WE ARE FINISHING PAPERWORK AND CUSTOMER WILL BE NOTIFIED SHORTLY TO PICK UP VEHICLE. NONE OF THE APPLIQUES WERE BROKEN IN THE PROCESS OF THESE OUT OF WARRANTY REPAIRS WERE COMPLETED. DEALER ALSO PROVIDED CUSTOMER WITH A RENTAL WHICH WAS COVERED UNDER THEIR OUT SIDE WARRANTY....AT THIS TIME...NO REASON TO INVOLVE FCA.
02/16/2018	Dealer Update: Updated By: S09211B Dealer Code: 08299 Date: 02/16/2018 1:31:23 PM 2/16/2018 @ 12:27 PM - SA DS STATES...ADVISED CUSTOMER THAT APPLIQUES "COULD POSSIBLY" BRAKE WHEN REMOVING TO DO AN OUT OF WARRANTY, COVERED BY CUSTOMER OUTSIDE WARRARNTY REPAIR. PARTS HAVE TO BE REMOVED TO DO THE REPAIR AND AT TIMES THE APPLIQUES DO BRAKE. CUSTOMERS ARE ALWAYS ADVISED OF SUCH PRIOR TO PROCEEDING WITH OSW REPAIRS.
02/16/2018	Dealer Update: Updated By: S09211B Dealer Code: 08299 Date: 02/16/2018 2:21:46 PM 2/16/2018 @ 1:18PM...THIS REPAIR HAS BEEN COMPLETED, WE ARE FINISHING PAPERWORK AND CUSTOMER WILL BE NOTIFIED SHORTLY TO PICK UP VEHICLE. NONE OF THE APPLIQUES WERE BROKEN IN THE PROCESS OF THESE OUT OF WARRANTY REPAIRS WERE COMPLETED. DEALER ALSO PROVIDED CUSTOMER WITH A RENTAL WHICH WAS COVERED UNDER THEIR OUT SIDE WARRANTY....AT THIS TIME...NO REASON TO INVOLVE FCA.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/16/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/16/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	71,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SEABROOK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45393	CLEAR LAKE CHRYSLER JEEP DODGE		**Dealer Phone**	2814811000
Dealer Address	15711 GULF FWY				
	WEBSTER		TX	77598 3809	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	G
Subject	Power sliding door not working.				
Synopsis	no diagnosis.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/16/2018 07:42 PM	Open
03/16/2018 11:00 PM	Closed
09/30/2018 04:15 AM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Power sliding door not working.

Case Comments

Date	Comment
03/16/2018	Briefly summarize why the customer is contacting Chrysler: Customer has a 2 year old in a car seat and the passenger siding door has stopped opening, it will not open electronically and also won't open manually. Customer called the dealer and they said it's the actuator is out. Customer has not been to the dealer, he has not been in for diagnosis. Briefly summarize what the customer is expecting: needs diagnosis.
03/16/2018	Does not merit survey by pass, please close case.

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

VIN	[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/19/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/10/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	49,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	FORT MYERS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	JANELLE GRENZY				
Customer Address					
Dealer	45701	Naples Chrysler Dodge Jeep Ram		**Dealer Phone**	2395942100
Dealer Address	6381 AIRPORT PULLING RD N				
	NAPLES		FL	34109 2015	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	Back doors do not open.				
Synopsis					
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/19/2018 01:32 PM	Open
04/10/2018 01:30 PM	Closed
09/29/2018 02:40 PM	Closed

Initial Description

0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement
0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,Back doors do not open.

Case Comments

Date	Comment
03/19/2018	Customer has had nothing but problems with this vehicle. The first month she owned it, the heater in the car seats stopped working. A few months later the backdoor had issues. Also, the DVD player had issues and the dealership couldn't take them in for two months. Recently, there is another issue with the lock on the backdoor on the vehicle. The customer's backdoor currently does not open. Customer has looked up online and she knows this is a common issue. This is the 5th issue she's had with this car. The customer's is very upset with the fact that the
03/19/2018	dealership cannot take them in for another half a month. She tried replacing the fuse as advised on the Mopar website; and she can't physically open the door. Customer is now waiting a month to be able to get a diagnosis on. Customer has had an issue while driving this vehicle and the window made a popping noise and the window fell. The dealership could not take them in early enough; and her husband had to purchase the parts from Mopar and make the repairs. Customer stated it's a safety issue; if something happens and the side door cannot open, she can't physically open the door; it's permanently locked. I contacted the dealership to see if there is anyway she could be taken in sooner; as the repairs that may be necessary may not be too major at the very least have it diagnosed so we could involve case management. Dealership stated that they could not; they're simply overbooked with appointments. I contacted the Naples CJD and they could take the customer in as soon as tomorrow and the appointment was set up 3/20 @ 8:00AM. I advised the customer that her case would be escalated as she is concerned with receiving a rental vehicle if the vehicle will need to be kept overnight. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: Anytime Latest call time:Anytime Updates via text: Y [2393397172] Updates via email: [redacted] Vehicle location: [Customer] Date and Time of Appointment: [3/20]. Confirmed appointment with: [Dealer: 45701] Customer in rental: N Authorized by: N/A Rental start date: [N/A]
03/19/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
03/19/2018	Status update provided via email to the following email address [redacted] My name is Theresa from Chrysler Customer Care Center. I am the case specialist that has been assigned to your cair: 33718248 for your 2014 CHRYSLER TOWN & COUNTRY. I understand that you are having an issue with your door not working and seeking assistance with getting a resolution on the concern. I would be glad to assist you on this matter. Moving forward I will be touching base with the Naples Chrysler Dodge Jeep Ram. Once I have gathered the information I need and or after diagnoses, etc; I will be in contact with you within 2 business days. If you have any questions for me, please call me directly at: (844)-378-0573 ext: 89398. My office hours are Monday-Friday from 8:00-4:30 Pm Eastern time. Thank you, Theresa End of Status Update
03/19/2018	****CUSTOMER SNAP SHOT**** -Desc: 2014 Chrysler Town and Country -Current mileage: 49,000 -ISD:1/2/15 -OOW- by: expired by time 1/2/18 -22mnths and 51,000 left on PT -MVP- 1 INACTIVE -Loyal to Brand how many household vehicles -1 OTHER -Original Owner YES -Dealer loyalty WARRANTY AND SC CLAIMS -Routine LOF care YES -Previous GWA: NO **********
03/19/2018	-Customer has an schedule appointment 3/20/18 at 8am with DLR 45701 -CM will follow up after the diagnosis
03/20/2018	Vehicle is at the dealership - Naples Chrysler Dodge Jeep Ram (45701) Update triggered by S42773B
03/20/2018	Customer calling to speak to her case manager. Agent transferred customer to VM.

Date	Comment
03/21/2018	Begin Customer Message reviewed: The estimate came back. Pleas let me know what I should do moving forward. I surely look forward to your help with this. End of Reviewed Customer message
03/21/2018	****INBOUND VM, received from customer at 11:18 vehicle 3yrs old and is on its 5th major problem vehicle update from DLR due to customer have not heard from them[redacted]or a CB
03/22/2018	****OUTBOUND CUSTOMER CONTACT***** -CM called the customer and customer stated: -Brand new 2 miles when purchased -Couple thousands miles the back latch stop working -1st road trip seats broke -Then the DVD breaks close to out of warranty trued to make a appointment and was told it would be weeks away. Husband repaired it himself it was a ribbon -The drive side window fell out, they thought they was being shot at and called the DLR and they was again told it was weeks out to repair it and was advised to tape it up AGAIN and 5 hours later her husband repaired it for $80 -Months later - the door would not unlock or open customer states she use all the gadgets there was to use to tried to unlock the door and felt this concerns was a safety issue and the DLR wasn't seeing it as a safety issue -Customer changed DLR to Naples -SA John told her it was $1300 to repair the vehicle -If we can assist her she feels as tho she don't want the vehicle anymore -cant afford a contract, she is a 10mnth teacher employee . -Customer is in need of rental due to the part has to be order and she return to work on Monday -CM advised customer that CM will have to contact the DLR SA and get an idea of repairs -CM advised FCA does not pay for diagnosis fee, customer acknowledges -CM will look into a SC for level of inconvenience (maintenance)
03/22/2018	**** OUTBOUND DLR CONTACT:(45701, SA John)***** Agent attempted to contact dealer Service Advisor John, however, SA not available. Left message for a return call at extension 89398
03/22/2018	****INBOUND VM, received from SA John at DLR 45701 stating that the customer called and gave permission to do repairs and SA is wondering with the customer has no history at the DLR they have no obligation to assist the customer and was FCA assisting the customer.
03/23/2018	Customer called and stated that the dealer has fixed the vehicle and she can pick it up. Customer wanted to know if she had to pay for it out of pocket and seek reimbursement or wait for FCA to pay for it. Agent advised to pay out of pocket and seek reimbursement. Agent also assured that this will be notated and CM will be informed.
03/26/2018	****** Below Customer Contacted for Documentation Request ******[redacted]on 2018-03-26 @ 08:23
03/26/2018	CM will follow up with the customer
03/27/2018	Status update provided via email to the following email address:[redacted]Have you taken possession of the vehicle from the dealership? If so I had sent a link to send me the paid receipt of the repairs to reimburse you. End of Status Update
03/29/2018	***** Customer Document Received *****
03/29/2018	Customer accepts and verifies the check in the amount of $1122.25 should be mailed to the following name and address:[redacted] FORT MYERS , FL-[redacted]
03/29/2018	Status update provided via email to the following email address:[redacted]Hello, Do you have the copy that say PAID or a paid receipt showing payment? End of Status Update
03/29/2018	****** Below Customer Contacted for Documentation Request ******[redacted]on 2018-03-29 @ 11:18
03/30/2018	***** Customer Document Received *****
04/02/2018	Customer has submitted request for reimbursement for repairs for back door repairs. Customer has already paid out of pocket. Writer is submitting reimbursement request for repairs as a goodwill gesture. Repairing Dealer/IRF: 45701 Naples CDJR Date of Rental/Repairs: 3/23/18 RO/Invoice Number:[redacted]Customer's Proof of Payment: Debit card receipt In-Service Date: 1/2/15 Original Owner: YES Loyalty: YES - 1 other Mileage: 49,546 Multiple Repairs: NO Dealer Opinion: Deserve assist Service Contract/Warranty: inactive Other Notes/Justification: Total Out-of-Pocket: $1122.25
04/02/2018	Labor: $480.00 Parts: $544.00 Misc: $34.73 Rental: $N/A Start Date: N/A End Date: N/A Tax: $63.52 Note: If check or total reimbursement is to exceed $5000, please contact FCA representative for pre-authorization. Once approval(s) noted in CAIR, writer to submit check request.
04/02/2018	Status update provided via email to the following email address[redacted]Morning Letting you know I have processed your request for reimbursement, once this stage is complete your cair will automatically close, you should expect something in the mail in 10-14 business days Thank you for being a loyal customer of Chrysler. End of Status Update
04/02/2018	****Begin structured narrative T2 - Vehicle Payment eReimbursement What is the reason(s) for this vehicle payment reimbursement? OOP repairs to the back door that was stuck closed How many vehicle payments are being reimbursed? N/A What is amount of the monthly vehicle payment? N/A Has this customer had previous vehicle payment reimbursements? N/A If previous, how many? N/A Was the customer in a rental? N/A If in rental, how many days? N/A Who provided the rental? N/A What is the total amount being reimbursed? $1,122.25 ****End structured narrative T2 - Vehicle Payment eReimbursement

Email(s)

Date	10/01/2018	***Subject***	Morning Letting you know I have processed your r		
From		***To***	***Sent Date/Time***	04/02/2018 15:29 PM	

Morning
Letting you know I have processed your request for reimbursement, once this stage is complete your cair will automatically close, you should expect something in the mail in 10-14 business days
Thank you for being a loyal customer of Chrysler.

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

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/08/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/05/2018	**Origin**	Email	**Reason**	New problem
Mileage	28,538 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	COLUMBIA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45662	JOE MACHENS CHRYSLER DODGE JEEP RA		**Dealer Phone**	5734430481
Dealer Address	1310 VANDIVER DR.				
	COLUMBIA		MO	65202 1925	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	O
Subject	Customers sliding door is stuck shut				
Synopsis	Customer wanted cost support with vehicle repair. DLR offered cost assistance and repaired vehicle. Customer's concerns resolved.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/08/2018 02:02 PM	Unworked
06/09/2018 01:49 AM	Open
07/05/2018 10:05 PM	Closed
09/29/2018 05:26 PM	Closed

Initial Description

0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,Customers sliding door is stuck shut

Case Comments

Date	Comment
06/08/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Warranty ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
06/09/2018	REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: [redacted]
06/09/2018	Our passenger door suddenly stuck shut in a locked position last weekend. I paid $90.95 for the diagnostics, and my service advisor, Jace Carey, was v ery helpful. He requested (and was denied) assistance with the $606.68 bill despite our car being only two months past the 3 year warranty and having only 28000 miles. I am concerned that the other sliding door will have a si milar glitch. All service has been performed at Chrysler Dealerships since we purchased the vehicle at Royal Gate in Columbia, IL. Thank you so much f or your time and consideration. ***END OF CUSTOMER EMAIL***
06/09/2018	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. I my goodness [redacted] can not believe the door got stuck only 3 months outside of the warranty! By chance have you already had the door repaired? I do not want this to happen to the other door as well so what I can do if you already haven't had the door that was stuck fixed I can get a case manager involved to assist with seeing if we can assist with cost or making sure the door wont do this again. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Ethan ***END OF CAC RESPONSE***
06/09/2018	Thanks, Ethan. I had Machens order the part today and it should arrive next week. We don't feel comfortable driving with passengers in back with the door stuck in a locked position. If you can get a case manager involved, that would be great. Thank you! Tricia ***END OF CUSTOMER EMAIL***
06/09/2018	Dear [redacted] will have a case manager involved right away Tricia and they should be reaching out to you on Monday Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Ethan ***END OF CAC RESPONSE***
06/09/2018	Customer seeking assistance with: Sliding door had gotten stuck [fixing the sliding door]. Customer expecting: repair assistance [cost assistance]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y/N [redacted] Updates via email: Y/N [Email address] Vehicle location: [/Dealer/]JOE MACHENS CHRYSLER Date and Time of Appointment: [Insert Date and Time].JOE MACHENS CHRYSLER
06/11/2018	Reassigned to CM
06/11/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/11/2018	- In Service Date: 4/4/2015 Original Owner: Yes Mileage: 28,538 Vehicle purchase Loyalty: 2 new, 0 used Multiple repairs/previous related repairs: Nil MVP: Nil Other factors: Nil

Date	Comment
06/11/2018	- *****OUTBOUND CUSTOMER PHONE CONTACT***** [redacted] CM contacted customer regarding vehicle. VM reached. CM left VM requesting call back.
06/13/2018	-
06/13/2018	*****OUTBOUND DLR EMAIL CONTACT***** JOE MACHENS CHRYSLER DODGE JEEP | 45662 | bculbertson@machens.com Email sent to SM Brandon requesting information on vehicle diagnosis and availability of cost support. CM asked if part expediting was required to obtain part.
06/13/2018	- *****OUTBOUND CUSTOMER PHONE CONTACT***** [redacted] CM contacted customer regarding vehicle. VM reached. CM left VM requesting call back.
06/14/2018	Ethan: I have not received any communication from a case manager. Thanks, Tricia ***END OF CUSTOMER EMAIL***
06/14/2018	Dear [redacted], Sorry for the wait on my reply [redacted], I had the last couple days off. I can see that you case manager is Anthony, Has he contacted you yet? Ethan FCA Product Information Center ***END OF CAC RESPONSE***
06/15/2018	Not yet. Do you think he will call or email? I checked my Spam folder. Thank you! ***END OF CUSTOMER EMAIL***
06/15/2018	Dear [redacted], That is very odd [redacted], he should have reached out to you already. It looks like he's trying to reach you over phone at this number [redacted], is this the correct number to reach you? If not can you please provide me with the number you would like Anthony to contact you at. I can also ask him to send you an email if you would like? Ethan FCA Product Information Center ***END OF CAC RESPONSE***
06/15/2018	- *****INBOUND DLR EMAIL CONTACT***** JOE MACHENS CHRYSLER DODGE JEEP | 45662 | bculbertson@machens.com Email received from SM Brandon indicating that customer had paid diagnostic fee of $90.95 and that repairs had cost of $515.73. Brandon indicated he wanted to assist customer with cost support but was unsure how to do so. CM advised, as per Warranty Information Center answer [redacted], that D-17-18 would allow DLR to provide support to customer through warranty goodwill. CM advised that DLR had final say on cost support but that recommended assistance would be to repair vehicle with $100 copayment. CM advised that DLR decision for support would be supported.
06/15/2018	Status update provided via email to the following email address: [redacted], My name is Anthony and I have been assigned as your case manager here at Chrysler case management. I would like to talk to you about your Chrysler Town and Country and the repairs you are currently receiving from Joe Machens Chrysler. I've been in touch with dealership service manager, Brandon, and was hoping to provide you with some assistance in repairing your vehicle. I have been trying to contact you at the phone number you provided for contact [redacted] but I have only been able to leave you voicemail. If you could please give me a call at 1-844-827-2003, extension 4717537, I would really appreciate it. If you reach my voicemail, please leave your name, your case number (#34499227) and I will call you back as soon as I am able. I am normally in the office from 10:30am to 7:00pm, Central Time, Monday through Friday. I will try giving you a call again on Monday, June 18th, to discuss things further. Thank you for reaching out to Chrysler, Tricia. I look forward to working with you. Yours sincerely, Anthony | Chrysler Case Manager 1-844-827-2003 ext. 4717537 End of Status Update
06/15/2018	I am definitely receiving emails. Thank you. ***END OF CUSTOMER*** That's the correct number. I missed two calls from an 800 number but no message was left. Thank you. ***END OF CUSTOMER***
06/15/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
06/15/2018	Dear [redacted], That 800 number was most likely him. I can ask him to send you an email as well [redacted]. It looks like he plans to reach out to you again on Monday. If you would like I can speak to him before he leaves today to see if has any updates either he or I can provide. Ethan FCA Product Information Center ***END OF CAC RESPONSE***
06/18/2018	- *****OUTBOUND CUSTOMER PHONE CONTACT***** [redacted] CM contacted customer regarding vehicle. VM reached. CM left VM requesting call back.
06/18/2018	Status update provided via email to the following email address: [redacted], My name is Anthony and I am writing from Chrysler case management. I hope you receive this email and I do apologize that I haven't been able to reach you by phone regarding your Chrysler Town and Country. I just called you at [redacted] and left a message with my contact information requesting a call back but if the message didn't come through, please feel free to give me a call at 1-844-827-2003, extension 4717537. I am in the office until 7:00pm, Central Time, but if you reach my voicemail or call after that time, I will give you a call back as soon as I am able tomorrow, June 19th. I arrive in the office at 10:30am though I might be delayed tomorrow due to an early morning meeting. Nevertheless, I will persevere in trying to reach you regarding your vehicle [redacted], and I thank you for your patience as we attempt to establish contact. Yours sincerely, Anthony End of Status Update
06/19/2018	- *****INBOUND CUSTOMER PHONE CONTACT***** [redacted] Customer left VM for CM at 10:50pm requesting call back.
06/19/2018	- *****OUTBOUND DLR EMAIL CONTACT***** JOE MACHENS CHRYSLER DODGE JEEP | 45662 | bculbertson@machens.com Email sent to SM Brandon requesting clarification of available cost support for customer.
06/19/2018	- *****INBOUND DLR EMAIL CONTACT***** JOE MACHENS CHRYSLER DODGE JEEP | 45662 | bculbertson@machens.com Email received from SM Brandon indicating that $100.00 copayment was available for customer and that DLR would cover remaining costs through goodwill. CM thanked Brandon and advised customer would be notified of DLR offer.
06/21/2018	- *****OUTBOUND DLR PHONE CONTACT***** JOE MACHENS CHRYSLER DODGE JEEP | 45662 | 573-443-0481 SA Jase reached. Jase indicated parts were on site and that customer would be arriving at DLR the following week to have repairs completed. CM thanked Jase.
06/28/2018	- *****OUTBOUND DLR PHONE CONTACT***** JOE MACHENS CHRYSLER DODGE JEEP | 45662 | 573-443-0481 SA Tammie reached. Tammie indicated repairs were not complete and no appointment was in system for customer to come in for repairs. CM thanked Tammie.
06/29/2018	- *****OUTBOUND CUSTOMER PHONE CONTACT***** [redacted] CM contacted customer regarding vehicle. VM reached. CM left VM requesting call back.
07/03/2018	- *****OUTBOUND CUSTOMER PHONE CONTACT***** [redacted] CM contacted customer regarding vehicle. VM reached. CM left VM requesting call back. CM advised that if contact was not received by COB on 7/5/2018, case would be closed.
07/05/2018	- *****INBOUND CUSTOMER PHONE CONTACT***** [redacted] Customer left VM for CM at 5:47pm. Customer stated vehicle was repaired and that she required no further support. Customer stated case could be closed.

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

VIN	[redacted]	**Model Year**	2014	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/15/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/12/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	57,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	YPSILANTI	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60558	SUBURBAN CHRYSLER DODGE JEEP RAM F		**Dealer Phone**	7346623175
Dealer Address	3900 JACKSON RD				
	ANN ARBOR		MI	48103 1872	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	Repeat Wind Noise Concern				
Synopsis	Customer called seeking assistance with Wind Noise. Customer's vehicle has been repaired (Seals /Replaced) . Customer issue resolved.				
Customer Anomaly	Glass				
	Windshield				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	53	Vehicle windshield issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/15/2018 06:34 PM	Open
09/29/2018 04:03 PM	Open
11/12/2018 04:15 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative, Either won't open - Will bounce back and close when obstructed
0123306801-Product,Body / Trim / Paint Finish,Glass,Wind Noise,Windshield,Windshield - Wind Noise,Repeat Wind Noise Concern

Case Comments

Date	Comment
06/15/2018	CAIR is in continuation of CAIRs [redacted] Customer has ongoing issues with a wind noise concern, and the sliding doors. The doors will sometimes not open, or will bounce back and close, even when obstructed with an object. Customer has confirmed that there is a safety risk as the door has almost closed on her young child. - As of 6/15/18, the technician, originally thinking the windshield may be aftermarket despite the windshield never being replaced, is checking things out further. The tech, Jamie, is also preparing the vehicle with a flight recorder to proceed with diagnosing the sliding door concern that won't duplicate for them but will continuously happen for the customer.
06/15/2018	[redacted] has been activated for text message communication.
06/15/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0776RR****** Hello! Texting has been activated for you! *****END OF TEXT MESSAGE SENT TO CUSTOMER******
06/15/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0776RR****** I'll be sending the case over to Tanner until I return! Take care in the meantime *****END OF TEXT MESSAGE SENT TO CUSTOMER******
06/15/2018	Text message received from [redacted]
06/15/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Fri Jun 15 14:47:39 EDT 2018 Text: Ok! Do I use this number to get to him too? ********** End SMS Reply From Customer **********
06/15/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0776RR****** You bet! Just reply and all is well. He'll see this as well. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
06/15/2018	Text message received from [redacted]
06/15/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Fri Jun 15 14:56:05 EDT 2018 Text: Two birds with one stone!!! Best Friday ever!!!! ********** End SMS Reply From Customer **********
06/15/2018	********OUTBOUND CUSTOMER CONTACT******** [redacted] CM introduced self to customer, Customer explained that the DLR is waiting to get the correct parameters for the Flight recorder, Customer stated they are claiming the Windshield is aftermarket but Dick scott resealing windshield is only work done on windshield, Customer will update cm if any new information, CM will do the same
06/20/2018	**********OUTBOUND DEALERSHIP CONTACT******* CUETER CHRYSLER JEEP| 734-434-2424 DArryl advised the DLr confirmed they would be replacing Door module, CM asked Darryl to confirm as last we heard a data recorder should have been entered, Darryl advised he would email cm

Date	Comment
06/20/2018	Status update provided via email to the following email address: [redacted], AT&T came out with an update that is inhibiting our texting capabilities so thought I would reach out via email, Darryl advised the dealership determined the door module needs replaced, I asked Darryl to go over the information with me but he had a customer in front of him so he should be emailing or calling me later today, Any new information I will let you know! End of Status Update
06/20/2018	Begin Customer Message reviewed: Captains Log day 1414: I have no idea if my last email came through or not. One side or both? Both doors act up. Also does that mean that they finally duplicated the issue and saw LeRoys witches first hand? What about the windshield? Thanks for your help!!! End of Reviewed Customer message
06/20/2018	Status update provided via email to the following email address: [redacted] Darryl will be calling me to go over this information, he had a customer and I did not want to be rushed when trying to decipher what he was saying, Once I can speak with him and confirm information I will let you know whats what! End of Status Update
06/20/2018	Begin Customer Message reviewed: Perfect. Just wanted you to have all my questions when he does call back! End of Reviewed Customer message
06/21/2018	*******SA DARRYL******* Confirmed Module being replaced Monday
06/21/2018	Begin Customer Message reviewed: I just got a message from Darryl that both door modules have been replaced and the van is ready to be picked up. When I asked about the windshield he said that nothing has been done and that nothing can be done aside from replacing the whole windshield which would an out of pocket cost for me. IÂ'm assuming this is because Jamie has said itÂ's aftermarket even though itÂ's the windshield that came with it when I bought it. No one seems to know why Jamie says itÂ's aftermarket but Darryl said he will try to find out. They also said I should be hearing from Chrysler about this, IÂ'm assuming thatÂ's you, so I figured IÂ'd reach out Thanks [redacted] End of Reviewed Customer message
06/21/2018	**********OUTBOUND DEALERSHIP CONTACT********** CUETER CHRYSLER JEEP DODGE LLC|734-434-2424 Cm spoke with SM Josh, Not the windshield cowell in front of windshield it was removed and put back, All we can do is replace the cowell Non Mopar Glass, $320.00
06/21/2018	Status update provided via email to the following email address: [redacted] Hello My apologies once Darryl gave me the update I had to go into a Meeting which took way longer than expected. Josh confirmed the windshield was not replaced it was th Cowell that was taken out and put back? I reached out to get confirmation on what a Cowell is, But I am reviewing what can be done, I was quoted around $350.00 for the cowell, I am trying to decipher where or when this would have be done and how it can be proven, End of Status Update
06/21/2018	Begin Customer Message reviewed: The only work done to our windshield was by Dick Scott. In Feb. the windshield wiper cow is basically the wiper motor cover. I donÂ't know why that would make for a whistle in the upper right side of the windshield but such is life. Who is Josh? Darryl sounded like it would be a windshield replacement not the cowl. Have they said that itÂ's not covered under warranty because itÂ's after market or just because those pieces arenÂ't covered? End of Reviewed Customer message
06/21/2018	Status update provided via email to the following email address: [redacted] Apologies Jason** Who is the Service Manager, And he did state it is not covered under warranty and it would be this needing replaced, Due to all the experiences, if you are willing to pay to have this replaced I could have you send me over the receipts and I can look into reimbursement? End of Status Update
06/25/2018	*********OUTBOUND DEALERSHIP CONTACT****** CUETER CHRYSLER JEEP DODGE LLC |734-434-2424 DArryl will accept DM notes for $350.00 Cm will take care of repair
06/25/2018	Status update provided via email to the following email address: [redacted] So I was able to work it out with Cueter so that I can just pay them directly so you should not be charged anything End of Status Update
06/25/2018	Begin Customer Message reviewed: I still donÂ't fully understand why this isnÂ't covered. Is it because the piece was taken off and put back or is the windshield cowl not covered on my warranty??? IÂ've complain of the whistle many times and it wasnÂ't duplicated. End of Reviewed Customer message
06/25/2018	Status update provided via email to the following email address: [redacted] Essentially my understanding is this was not removed by the dealership meaning it was an outside influence, I am still prying for a definitive answer but this seems to be what im being advised, End of Status Update
06/25/2018	Begin Customer Message reviewed: The only work IÂ've ever had done to the windshield was at dick Scott in feb. I just spoke with them and from the notes they have no idea what the technician actually took off to reseal the windshield. My assumption is that is when it happened but I have no way of proving it. This is incredibly frustrating for me. I pay for a warranty for these reasons. I go to the dealerships for these reasons. End of Reviewed Customer message
06/26/2018	Status update provided via email to the following email address: [redacted] Without that confirmation I would assume this is why it is not covered, of no fault of your own though which is why we took care of it, did not feel it was right to make you pay for something you had no control over, End of Status Update
06/27/2018	Begin Customer Message reviewed: Yes I understand and appreciate it!! It just adds to my almost 4 year saga with the fun! And itÂ's kind of like insult to injury after what I went through at Dick Scott.... I donÂ't know how much of that ordeal youÂ've heard about but it was awful! End of Reviewed Customer message
06/27/2018	Status update provided via email to the following email address: [redacted] I have taken a read through as well as discussed it quite extensively with Rob and it definitely is a terrible Experience that both me and Rob do apologize for, We are hoping once the vehicle is returned this will be the last issue we have for this vehicle, as much as we enjoy talking to you I am sure the car is definitely preferred End of Status Update
06/28/2018	Begin Customer Message reviewed: I just picked up my keys. Darryl said that the modules were replaced simply because they were the last piece of the puzzle that hadnÂ't been tried yet. So we will see what happens. Also apparently you were accurate saying youÂ'd spoke to Josh. Apparently Jason is gone now and Josh is filling in until someone named Chad comes back. Am I reporting issues to Rob now that he is back from vacation? End of Reviewed Customer message
06/28/2018	Status update provided via email to the following email address: [redacted] Yes Jason left and now Josh is overseeing things, Everything documented so we have a papertrail of this, This is my dealership now so I will be handling the case from here but if you ever have troubles reaching me Rob has no problem helping, I will be gone next week July 4th 5th and 6th, if follow up is needed I will ask Rob to handle things End of Status Update
06/29/2018	Begin Customer Message reviewed: Josh will be reviewing the security cameras for the day my van was brought in to look for scratches and chips in the paint on the right side. Darryl is hoping they will get back to me on Saturday about whether they were present when I dropped the vehicle off End of Reviewed Customer message
06/29/2018	Status update provided via email to the following email address: [redacted] Please let me know what they say, have you had any issues since picking up the vehicle? End of Status Update
06/29/2018	Begin Customer Message reviewed: I have literally only driven it home and then back to the dealership then to Meijer once. No issues yet aside from finding scratches End of Reviewed Customer message
06/29/2018	Status update provided via email to the following email address: [redacted] Ok. My apologies just want to make sure I am addressing all issues. I will follow up with yourself and the dealership next week in regards to the scratches. Thank you End of Status Update
06/29/2018	Begin Customer Message reviewed: ItÂ's ok weÂ've just had a lot going on. Daryl said to call him tomorrow regarding the scratches End of Reviewed Customer message

Date	Comment
07/02/2018	Begin Customer Message reviewed: Happy Monday! In todayÂ's episode of the telenovela that is my life with LeRoy: IÂ've called and left a message for Daryl. The noise isnÂ't fixed a all. IÂ'm planning to take it back to then today. IÂ'm going to need a rental. Does this going back in now qualify under my max care do that I have coverage for that? Especially since I didnÂ't take one for the 28 days that they just had it? End of Reviewed Customer message
07/02/2018	Status update provided via email to the following email address:
07/02/2018	[redacted] Yes it should! Just checked and definitely have rental coverage, I just reached out to Darryl to confirm they will have a vehicle ready, I am on General open time so I cannot call until after 1 End of Status Update
07/02/2018	Begin Customer Message reviewed: I just spoke with Daryl. The ball is rolling for the body shop to assess how to fix the paint. They also think the body shop should look at the windshield. Turns out Jamie heard a different sound than mine. He heard more of a baseball card in the spoke type of vibration. So he found an issue I wasnÂ't even aware of yet!!! So thereÂ's a silver lining in the pile of chaos..... IÂ'm pretty sure most people arenÂ't brought to tears over the stress of a vehicle.... I will take it in shortly after 430 today. I know I took it in for the windshield early on but IÂ'm not sure when. Maybe IÂ'll have the girls in the cashiers office print me all my ROs....IÂ'm curious now how many days itÂ's lived at Cueter End of Reviewed Customer message
07/02/2018	Status update provided via email to the following email address:
07/02/2018	[redacted] Will he be providing a vehicle for you? and I agree they should be looking at this, In some light at least a concern was heard and they can confirm something is off, if the Reception cannot get the amount of days it has been there let me know I can look through the RO's and try to decipher the amount of days End of Status Update
07/02/2018	Begin Customer Message reviewed: They deal with enterprise down the street so hopefully!!!! End of Reviewed Customer message
07/02/2018	Begin Customer Message reviewed: Yes Daryl said he will contact Enterprise. I left a message for the girls in the cashiers office. Unfortunately they also know me well. I wang to see how many days itÂ's spent at Cueter for all of these issues!!! And the first day that I mentioned the windshield noise. IÂ'll double check with our local enterprise office as well that they will have a vehicle for me since it needs to be able to have [redacted] in it. Daryl is taking good care of me, and always has. There are others who I suspect were more part of the problem than the solution but Josh is doing a good job juggling all his hats right now as interim service manage until Chad comes back. I havenÂ't spoken with him personally yet but he seems to be on board with Daryl so thatÂ's helpful End of Reviewed Customer message
07/02/2018	Vehicle is at the dealership - CUETER CHRYSLER JEEP DODGE LLC (26539) Update triggered by S63379P
07/02/2018	Begin Customer Message reviewed: The van has been dropped off. IÂ'm on my way to Enterprise. Darryl will look over my RO and tell you what day I first complained about the windshield noises. He said thatÂ's easier than printing everything for me End of Reviewed Customer message
07/03/2018	Begin Customer Message reviewed: I donÂ't think I actually know your extension if I need to call you. And if I need Rob in your absence later this week how do I get ahold of him? End of Reviewed Customer message
07/03/2018	Status update provided via email to the following email address: [redacted] 1-844-827-1999 Ext. 4719725 is my number and extension, I have a colleague following up on my cases her name is Danielle, I will get her information for you before I leave today
07/03/2018	End of Status Update
07/03/2018	~ *********Outbound DEALERSHIP CONTACT***** CUETER CHRYSLER JEEP DODGE LLC|734-434-2424 Darryl received a vehicle hearing a balloon type noise, DLR still unable to duplicate DLR will hold vehicle until Thursday ~
07/03/2018	Begin Customer Message reviewed: Danielle? Your previous email said Rob.... what happened? End of Reviewed Customer message
07/03/2018	Status update provided via email to the following email address: [redacted] We have a new "Bench Agent" Which their Job is to assist Case Managers while they are away so she will be taking care of my in basket while I am gone, her EXt: 4721425 End of Status Update
07/03/2018	Begin Customer Message reviewed: As long as I know who and how to get ahold of them! Hoping I donÂ't need to End of Reviewed Customer message
07/03/2018	Status update provided via email to the following email address: [redacted] You can still email she will be checking my cases daily! End of Status Update
07/05/2018	Status update provided via email to the following email address: [redacted] Hello [redacted] As Tanner stated I will be working his cases until he returns. We are just inquiring to make sure your vehicle is working fine. Are you having any more issues or concerns at this time? End of Status Update
07/09/2018	Begin Customer Message reviewed: My car is at the dealership. ItÂ's been there since Monday End of Reviewed Customer message
07/09/2018	Status update provided via email to the following email address: [redacted] Good Morning, I have returned and will be contacting Cueter later today once I have all my cases and things sorted out, but wanted to reach out to you to see if you had any news, End of Status Update
07/09/2018	Begin Customer Message reviewed: Welcome back! No I havenÂ't heard anything from them yet End of Reviewed Customer message
07/09/2018	Status update provided via email to the following email address [redacted] Darryl answered this morning and advised me "RESEALD WINDSHIELD TO FIX WIND NOISE." and I have not heard back since, so just waiting for him to get back to me End of Status Update
07/09/2018	Begin Customer Message reviewed: Well hopefully itÂ's really resealed this time! End of Reviewed Customer message
07/10/2018	Status update provided via email to the following email address: [redacted] It better be! I asked them to thoroughly check, just working with the Area Manager on some pricing, End of Status Update
07/10/2018	Begin Customer Message reviewed: Well if you look back at my dick Scott paper work it was resealed there..... nothing changed End of Reviewed Customer message
07/11/2018	~ *******EMAIL FROM AM****** AM collecting pricing information to cover windshield repairs ~
07/11/2018	Status update provided via email to the following email address: [redacted] m I did express that they need to thoroughly test after to make sure this noise is gone as this has been done before, we will be sure to keep the case open a bit after return of the vehicle, to make sure this is has not come back End of Status Update
07/11/2018	Begin Customer Message reviewed: Jamie tested it and couldnÂ't hear any noises. Daryl and I just went over the dooor and there are still some scratches so heÂ's going to gave them go over the door. And rear quarter panel again tomorrow. End of Reviewed Customer message
07/12/2018	Status update provided via email to the following email address: [redacted] Ok you said you and Daryl went over it, will he be taking you on a test drive once resealed to make sure the noise is gone? End of Status Update
07/12/2018	Begin Customer Message reviewed: I assume that when I pick it up I will drive it like normal and in a few days we should know. We went over the scratches to my paint End of Reviewed Customer message
07/12/2018	customer called back and was connected to the CM for further assistance
07/12/2018	~ ********** Customer states the DLR gauged the Paint, EMailed Darryl pictures, Scratched the trim, Sending it to rebus today, Big scratch on the door that was clearly not there last night Customer states everytime vehicle is returned she has a new issue
07/12/2018	Begin Customer Message reviewed: IÂ'm going to the dealership now to meet with Chad. Apparently he and I will go over the van and what he is I want.... I donÂ't understand how it comes to this.... just buff the paint and donÂ't add rocks to make new scratches End of Reviewed Customer message

Date	Comment
07/13/2018	Begin Customer Message reviewed: Chad and the body shop manager marked the new scratch. The body shop manager also said that yes they can fix the handles. I lost it and cried standing there. IÂ'm curious just how many days my vehicle had been at a dealership since I bought it.... End of Reviewed Customer message
07/13/2018	Status update provided via email to the following email address: [redacted] I do apologize for this... Just want to confirm they will be correcting the old AND new scratches correct? And I can try and confirm how many days, Service should be able to as well End of Status Update
07/13/2018	Begin Customer Message reviewed: Yes they had already fixed the majority of the old scratches. So now hey are fixing the handles and the new scratch. IÂ'll send Darryl and email and see if he can get me that number. End of Reviewed Customer message
07/13/2018	Status update provided via email to the following email address: [redacted] Was actually on the phone with him when you had emailed us, He is printing off your service work, he said if you can pick up a little later today and he should have this for you! End of Status Update
07/13/2018	~ *********Outbound DEALERSHIP CONTACT***** CUETER CHRYSLER JEEP DODGE LLC|734-434-2424 Darryl advised they buffed out scratches, touched up paint, Darryl advised to meet with chad to mark everything she wants fixed, DArryl will speak to Dan today about the rental days ~
07/13/2018	Begin Customer Message reviewed: Chrysler should develop some kind of portal that customers can log into and see all the dealership work thatÂ's been done End of Reviewed Customer message
07/16/2018	Status update provided via email to the following email address: [redacted] I would tend to agree, hold everyone accountable, Best suggestion is keeping all receipts and forms from the Dealership, A hard paper trail is better than anything electronic End of Status Update
07/16/2018	~ *********EMAIL TO SA DARRYL******** CM seeking repair status on vehicle ~
07/16/2018	Status update provided via email to the following email address: [redacted] Darryl advised me you picked up on Saturday, How is everything working? Fingers crossed End of Status Update
07/16/2018	Begin Customer Message reviewed: So far so good. I did hear a slight whistle yesterday but IÂ'm hoping IÂ'm just hearing things!!! The did paint over the chips in the door and the handles. I didnÂ't realize they wouldnÂ't be filled first so theyÂ'll always technically be visible but at least theyÂ're the same color and Daryl said that will prevent further damage End of Reviewed Customer message
07/16/2018	Status update provided via email to the following email address: [redacted] Awesome good to hear! I hope so this noise is gone for good! And yes Darryl advised it should prevent any further damage to me as well, Lets touch base maybe closer to the end of the week to make sure this noise doesn't come up and go from there would that be ok?? End of Status Update
07/16/2018	Status update provided via email to the following email address: [redacted] Awesome good to hear! I hope so this noise is gone for good! And yes Darryl advised it should prevent any further damage to me as well, Lets touch base maybe closer to the end of the week to make sure this noise doesn't come up and go from there would that be ok?? End of Status Update
07/17/2018	Begin Customer Message reviewed: IÂ've tried calling you a text [redacted] that you gave me and donÂ't get anywhere IÂ'm going through all of my paper work and feel like thereÂ's a bunch missing. When was my first star case? End of Reviewed Customer message
07/17/2018	Status update provided via email to the following email address: [redacted] As stated before our texting function is not working. I apologize I have Just started. I am on Auto in Time until 10. Dates for your Star cases are: 11/11/2014- 11/12/2014 3/22/2016-3/29/2016- 4/12/2018-4/12/2018 4/23/2018-5/7/2018 End of Status Update
07/17/2018	Begin Customer Message reviewed: Not texting. When I call. Your extension doesnÂ't get me anywhere End of Reviewed Customer message
07/17/2018	Status update provided via email to the following email address: [redacted] m Hmm that is odd, is it taking you to any busy signal? What is it saying? End of Status Update
07/17/2018	Begin Customer Message reviewed: My first RO is dated nov 4 of 2014. 1 day. The next two is for an oil change. Then June 17 2015 I have another 1 day..... lots of holes! When I try to call your extension the first time I got routes to a woman who asked me five million questions, called me sir then finall got me to you. Every time since then it tells me that every agent is busy assisting others and to hold for the next available. Whereas when I would call Robs extension IÂ'd either get him or voicemail. I tried his again after yours was having issues and his went to his voicemail. So it wasnÂ't the whole system malfunctioning End of Reviewed Customer message
07/17/2018	Status update provided via email to the following email address: [redacted] You are correct I tried calling my phone from my personal cell number and was routed to the Level 1 as well, I have put a ticket in to get this fixed I am sorry for that, End of Status Update
07/17/2018	Begin Customer Message reviewed: TheyÂ'll need to get that fixed since IÂ'm probably not the only one who needs you. In your system are you only showing the ROs I mentioned? Or do you see visits other than the Nov 4,14 and June of 15? End of Reviewed Customer message
07/17/2018	Status update provided via email to the following email address: minnes32@gmail.com RO:[redacted] 07/16/2018 RO [redacted] 06/22/2018 ROP [redacted] 05/01/2018 RO [redacted] 04/10/2018 RO [redacted] 03/19/2018 RO [redacted] 02/21/2018 RO [redacted] 11/26/2017 RO [redacted] 03/11/2017 RO [redacted] 12/10/2016 RO [redacted] 04/16/2016 RO [redacted] 04/22/2015 I left out a few that were just a day after and a few oil changes but these are the RO's and dates I show End of Status Update
07/17/2018	Begin Customer Message reviewed: ItÂ's weird to me that we wouldÂ've just opened a star case right away in Nov 2014.... and I know we didnÂ't. I had the van at cueter so many times itÂ's not even funny. So paper work wasnÂ't being done then. Awesome. This irritates me. I was going in there every other day at one pint. They were supposedly documenting everything. If I wasnÂ't going in I was calling in so that everything was on my records. I guess everyone is right when they say you can trust what car dealerships say to you.... and thatÂ's unfortunate!!!!! End of Reviewed Customer message
07/17/2018	Status update provided via email to the following email address [redacted] This is purely whats In my system some RO's in cases like this would have multiple visits on them especially with lengthened circumstances. this is not something I am able to decipher I apologize, but I would entrust the dealership, if they state they kept records then I would ask to see them, I apologize for all the issues but am doing what we can End of Status Update
07/17/2018	Begin Customer Message reviewed: Windshield is definitely still making a noise End of Reviewed Customer message
07/17/2018	Status update provided via email to the following email address: [redacted] Have you contacted Darryl to bring the vehicle back? End of Status Update
07/17/2018	Begin Customer Message reviewed: I left him a voicemail to call me back End of Reviewed Customer message
07/18/2018	Vehicle is at the dealership - CUETER CHRYSLER JEEP DODGE LLC (26539) Update triggered by S63379P
07/18/2018	Begin Customer Message reviewed: IÂ'm dropping it off again tomorrow End of Reviewed Customer message
07/18/2018	Status update provided via email to the following email address: [redacted] I am just getting your message, Did Darryl provide you a vehicle for you to drive? End of Status Update
07/18/2018	Begin Customer Message reviewed: Yes Enterprise has me in a van now. So I did some quick math this morning. There have been 198 days this year. My van has been at either of the two dealerships 134/198. Later IÂ'll finish and see how many in itÂ's lifetime End of Reviewed Customer message
07/18/2018	customer called in looking to get in contact with tanner advised her that the line is transferrable from our end she would just need to let us know she needs transferring to tanner as she cannot seem to do it from her end. she also advised me she will send tanner an email regarding the subject later tonight.
07/18/2018	~ ********OUTBOUND CUSTOMER CONTACT******** [redacted] Darryl advised Gene is going on Vacation someone else will be working on the vehicle, Cm will follow up with Darryl and see where things are at ~

Date	Comment
07/19/2018	~ **********EMAIL SENT TO SA AND AM******** CM seeking if rental has been handled and diagnosis ~
07/20/2018	Status update provided via email to the following email address: [redacted], will be looking to get an update toady from Darryl, thought I would check with you and see if you have heard anything? End of Status Update
07/20/2018	~ *********EMAIL SENT TO SA DARRYL***** ~
07/20/2018	Begin Customer Message reviewed: I havenÂ't. IÂ'm pretty sure my van had a girlfriend at cuetwr and thatÂ's why it wants to spend so much time there End of Reviewed Customer message
07/20/2018	Customer wishes to speak to his CM TC934
07/20/2018	~ ********OUTBOUND CUSTOMER CONTACT******** [redacted] Cueter cannot duplicate the issue, The noise is not coming up, Tech drove it, Chad drove it, DLR advising if they cannot duplicate Customer stated she is now being told the DLR did not heard the noise when before we verified they did, CM will need to look what else we can do
07/20/2018	Begin Customer Message reviewed: I don't know if you've been able to track anything down. My husband sent me these two links this afternoon. [redacted] / End of Reviewed Customer message
07/23/2018	Status update provided via email to the following email address: [redacted] The first one was originally from 2008 edited april 2014, Could be helpful to the Dealership I would provide to them, And I am unable to locate the second End of Status Update
07/23/2018	Status update provided via email to the following email address: [redacted]m Seeking an update from Darryl now. End of Status Update
07/24/2018	Status update provided via email to the following email address: [redacted] Darryl advised he would be returning the vehicle today because they cannot duplicate the wind noise, has he contacted you? End of Status Update
07/24/2018	Begin Customer Message reviewed: No. Did he advise what next steps are? End of Reviewed Customer message
07/24/2018	Status update provided via email to the following email address: [redacted]
07/24/2018	That is what I asked in my reply, Still waiting on a response End of Status Update
07/24/2018	~ ********OUTBOUND CUSTOMER CONTACT******** [redacted] TSB is not applicable for Vin number, There is nothing if they can do, Darryl advised at this point they cannot duplicate CM will need to review what can be done ~
07/25/2018	Begin Customer Message reviewed: Literally 5 miles and 0 mins from pick up IÂ've heard it 3 times End of Reviewed Customer message
07/25/2018	Status update provided via email to the following email address: [redacted] Trying to determine what can further be done, NOt sure of the direction at this point but will see what options we have End of Status Update
07/25/2018	Begin Customer Message reviewed: Again 20 mins ago doing 65mph on 94. 90 degrees out. Also aside from the fact that thereÂ's probably 1-2 DOZEN trips to Cueter undocumented (grrr) my van has been at a dealership for 173 days since I bought it between the doors the engine and the windshield. Windshield was first reported 06/2015. There have now been theee unsuccessful repairs on that. Happy Wednesday!!!! End of Reviewed Customer message
07/26/2018	Status update provided via email to the following email address: [redacted] am sorry for all the problems, But with Darryl advising they cannot duplicate the noise I am not sure what we can do from my end, I am still trying to determine what can be done next other than taking it back every time it happens End of Status Update
07/26/2018	Begin Customer Message reviewed: That is an incredibly frustrating thing. As I said in the phone thatÂ's a tactic to make me go away. I have[redacted] and CAN NOT just drop my vehicle off all the time and be without. If thatÂ's what has to happen I have to accept that. Is it alarming to anyone but me that my vehicle has spent more than a1/8 of its life at the dealership for issues? End of Reviewed Customer message
07/26/2018	Status update provided via email to the following email address: [redacted] The dealership has never been able to duplicate the wind noise, I assure you we are not trying to make you go away but they do have to follow process, I did reach out further to inquire if anything can be done next, just
07/26/2018	waiting on an answer End of Status Update
07/26/2018	Begin Customer Message reviewed: I struggle with that because it was so soon after I picked it up.... I hope you can understand my frustrations. I wan to believe the best but thatÂ's incredibly difficult right now. Perhaps how IÂ've been treated is playing a factor into this. I donÂ't know. I just know that I have shed more tears over a vehicle than anyone should. I LOVE our van but this is hard. End of Reviewed Customer message
07/26/2018	Begin Customer Message reviewed: Just heard it again End of Reviewed Customer message
07/26/2018	Status update provided via email to the following email address: [redacted] I can definitely Understand the frustration and worries coming with the situation, hence why I am taking every possible route to find some sort of answer or solution, End of Status Update
07/30/2018	Begin Customer Message reviewed: I heard it yesterday, just a few minutes ago today. Never in a spot near by Cueter to report back immediately. Should I take them on a ride? Will they be available at the drop of a hat for me? End of Reviewed Customer message
07/30/2018	Status update provided via email to the following email address: [redacted] can inquire if someone can ride with you so you can point out the noise, I cannot confirm availability but I will ask End of Status Update
07/30/2018	~ **********EMAIL SENT TO SA AND AM******** ~
07/30/2018	Begin Customer Message reviewed: ThatÂ's my point. If I happen to be in the area close enough that I could go to Cueter, they would have to drive my exact same spot speed etc right then to hope to reproduce it. TheyÂ're not going to hear it driving on surface streets with no wind. That needs to be considered in the whatÂ's the next steps part. And IÂ'm pretty sure the passenger side door just opened then closed again. IÂ'll watch for more episodes of that End of Reviewed Customer message
07/30/2018	Status update provided via email to the following email address: [redacted] I cannot promise if someone will be available the exact moment the condition happens, If we can set some sort of time to test drive that should be enough as you stated it happens pretty frequently or at least these past few days it seems to, I did reach out to our Area Manager for assistance so hoping he may have better direction, End of Status Update
07/30/2018	Begin Customer Message reviewed: IsnÂ't that what all these visits have been? They test driving it and not duplicating it? This is getting incredibly frustrating and seems like a vivacious circle. I can set an appointment for them to test drive it. I can go without a vehicle. They wonÂ't be driving the exact same conditions and chances are wonÂ't duplicate it. The process starts again. I get that without duplication we are at a stand still. But it also blows my mind that they canÂ't duplicate it. I feel like IÂ'm on a wheel of insanity End of Reviewed Customer message
07/31/2018	Status update provided via email to the following email address: [redacted] apologize I cannot make them duplicate it, we are doing what we can but as you said without duplicating it I am unsure what we can do moving forward, End of Status Update
08/01/2018	Status update provided via email to the following email address: [redacted] Still trying to work out what the next step might be, Once I have more information I will let you know immediately End of Status Update
08/02/2018	~ **********EMAIL SENT TO AM**********(EMAIL SENT 8/1/2018) ~
08/02/2018	~ **********OUTBUOND AM CONTACT******** CM unable to reach ~
08/03/2018	Begin Customer Message reviewed: Is Dan not responding? Or is everyone just at a loss? End of Reviewed Customer message
08/03/2018	Status update provided via email to the following email address: [redacted] I am having a hard time reaching, Continuing to try today End of Status Update

Date	Comment
08/03/2018	Begin Customer Message reviewed: And that is why I say that I feel like this is a tactic to get me to go away. There arenÂ't any conversations happening about how to remedy this, what to do next etc. Not that you arenÂ't trying but the people who you need to cooperate with you arenÂ't. This is unacceptable in my mind and I would hope that FCA would feel the same way. ItÂ's been almost 2 weeks now.... End of Reviewed Customer message
08/03/2018	Status update provided via email to the following email address: [redacted] the Dealership is stating this concern was never duplicated, with that being the case it is hard to determine what further can be done, I assure you we are not trying to push you off, just a difficult situation to research End of Status Update
08/03/2018	Begin Customer Message reviewed: Yes I know that YOU are researching etc. also the driver side slider just closed on its own again. IÂ'll be watching this since both of them have done it now End of Reviewed Customer message
08/03/2018	Begin Customer Message reviewed: Just do youÂ're aware youÂ've told me youÂ're waiting for them to advise next steps and they told me theyÂ're waiting on you. End of Reviewed Customer message
08/03/2018	Status update provided via email to the following email address: [redacted] Who advised you they are waiting on me? End of Status Update
08/03/2018	Begin Customer Message reviewed: When I picke it up Darryl said they were waiting to hear from you what next steps would be. I imagine he is at a loss and needs corporate to advise Does that clarify some of my feelings of frustration for you? That and Dan not being reachable. IÂ'd feel better if I knew that conversations were happening, or something. But I canÂ't just drop everything and take the van in there. And I know you understand that. IÂ'm trying to be patient. I promise. But this is upsetting at the same time. Have you documented al the times IÂ've sent you? (Since I canÂ't see my emails to you) it did it again not too long ago. End of Reviewed Customer message
08/03/2018	Status update provided via email to the following email address: [redacted] ok yes Darryl would be waiting for me to speak with Dan, and I definitely do understand where you are coming from 100%, Everything we discuss is documented down, emails are simply pasted to the case so everything is documented on file for you, End of Status Update
08/03/2018	Customer called in to speak too Tanner, agent transferred customer over to CM VM.
08/03/2018	Begin Customer Message reviewed: The noise is persistent today. I just called Cueter to see if someone should be riding with me to hear it. Darryl went and spoke to Chad. Chad advised that I need to go to another dealership since theyÂ've never been able to duplicate it. That seals my feelings that they are trying to get rid of me End of Reviewed Customer message
08/03/2018	Customer called in to speak to Tanner, agent warmed transferred customer to CM.
08/03/2018	~ **********OUTBOUND CUSTOMER CONTACT****** [redacted] Customer stating no one has been in contact and the Case Manager was suppose to call back 3 hours ago, Customer states DLR advised her to go to a new dealership Customer states CM is being rude and would like a new Case manager, CM will inquire what DLR is best and let customer know ~
08/06/2018	Begin Customer Message reviewed: Suburban on Jackson rd had Thursday as their next available appointment. So IÂ'm scheduled there and will drop it off to them and they will shuttle me home End of Reviewed Customer message
08/06/2018	Status update provided via email to the following email address [redacted] Ok I will find the case manager for this dealership and forward you their information End of Status Update
08/06/2018	Status update provided via email to the following email address: [redacted] Your new case manager will be Suzanne, She will be in touch closer to your appointment Phone number is the same, she should have an extension by end of week (We have new systems so we are all getting new extensions) She will forward her information once is set, should hopefully be today End of Status Update
08/06/2018	Begin Customer Message reviewed: Thank you. This in its own right is still very frustrating. A week to get my vehicle in? And I know that just means IÂ'll talk to an advisor, not that theyÂ'll begin working on it then. There has to be a better way. Chrysler is better than all of this chaos. IÂ'm really hoping that I am an exception to the rule with all of the negative things IÂ've been experiencing. Is it possible for you to send me a list of her dealerships? Perhaps someone else can get me in faster? End of Reviewed Customer message
08/06/2018	Customer called to speak with CM.
08/06/2018	Best contact phone number for customer is [redacted]
08/08/2018	**********OUTBOUND CUSTOMER CONTACT****** [redacted] contacted the customer and left a VM to inform her I have received her case and was calling to discuss the issues as she has an appointment scheduled for tomorrow. CM informed the customer to call at her earliest convenience, leaving my contact information.
08/08/2018	The customer has contacted and is seeking a callback, customer states they are unable to reach the CM at their extension. I advised I would notate the request for a callback on file.
08/09/2018	Vehicle is at the dealership - SUBURBAN CHRYSLER DODGE JEEP RAM (60558) Update triggered by S23999Q
08/10/2018	**********OUTBOUND CUSTOMER CONTACT****** [redacted] CM contacted the customer as an introductory call and to discuss the issues. Customer states she dropped her vehicle off at the DLR 60558 on Wednesday 08/08/2018, and is working with SA Larry. Customer states she also forwarded a video of the noise coming from the windshield to Larry, and informed him of the past repairs. CM advised the customer that I will follow up with the DLR and then call her back. Customer was thankful and had no further questions and call was ended.
08/10/2018	Status update provided via email to the following email address: [redacted], I contacted the dealer and Larry was not available. I left him a message and will wait for his call. As soon as I hear from him I will contact you. End of Status Update
08/10/2018	*****OUTBOUND DEALERSHIP CONTACT***** SUBURBAN CHRYSLER DODGE JEEP RAM | 60558| 734-662-3175 | CM contacted the DLR and left a VM for SA Larry , requesting a call back at his earliest convenience to discuss diagnosis.
08/10/2018	Status update provided via email to the following email address: [redacted], I wanted to touch base with you before leaving. I have tried reaching Larry and left voice mails throughout the day and still have not been able to speak with him. I will try again Monday morning when I return to the office. Thank You for your continued patience and Have a Wonderful Weekend :-) End of Status Update
08/13/2018	Begin Customer Message reviewed: I sent a text I. Today. He said they got busy towards the end of the week and havenÂ't done anything i it yet.... hoping Monday... so why did I make an appointment if they didnÂ't have availability? I still donÂ't understand this whole process. It took a week to get an appointment, and now itÂ's sat there for 3 days with nothing happening and I could have been driving it. I know things happen but this is frustrating End of Reviewed Customer message
08/13/2018	Begin Customer Message reviewed: As of 430!!!!!!!! Today my car has been assigned to a technician End of Reviewed Customer message
08/13/2018	Status update provided via email to the following email address: [redacted] Thanks for that update. I will follow up with the DLR in the morning and will contact you after speaking with them. Have a Wonderful Evening :-) End of Status Update
08/14/2018	Begin Customer Message reviewed: Is this standard practice for them to give a customer an appointment for drop off and it to sit for 5 days before itÂ's assigned to a technician for diagnosis? I feel like IÂ'm on an episode of candid camera and getting these experiences from all of these top rated dealerships. End of Reviewed Customer message
08/14/2018	*****OUTBOUND DEALERSHIP CONTACT***** SUBURBAN CHRYSLER DODGE JEEP RAM | 60558| 734-662-3175 | CM contacted the DLR and left a VM for SA Larry, requesting a call back at his earliest convenience to discuss diagnosis.
08/14/2018	Status update provided via email to the following email address: [redacted], I know a lot of the dealerships have been overloaded with recall completions, and I do apologize, but they like the vehicle to be there so it is in line for diagnosis. I just tried contacting Larry but he was unavailable so I left him a message requesting a call back. As soon as I hear back I will contact you. I will try and call him again after lunch. Hope you having a Wonderful Day :-) End of Status Update

Date	Comment
08/14/2018	Begin Customer Message reviewed: Thank you! I understand having it lined up ready to go but I would think normal on that would be a few hours to maybe the next day. Not 5. There was no mention of any of this until i reaches out saturday asking for an update. It should not be an ok practice to inconvenience the customer. If I had them put me in a rental I have one day coverage until a problem is found.... then I have a total of 5 on my max care. IÂ'm going to try to remain optimistic about this dealership it I hope you can see and
08/14/2018	understand how this is difficult for me. ItÂ's 5 business days (6 calendar) with [redacted] and most of those my van just sat on their lot. I canÂ't imagine that at close of business on Wednesday they didnÂ't know they were this backed up so itÂ's hard for me to think that my car was put in line for the technician Thursday morning at 730. Especially given that at 430 yesterday it was Â"your vehicle has been assigned to a technician and we are beginning the diagnosis process. I will give you an update as soon as i get more infoÂ". IÂ'm trying incredibly hard to be patient. My vehicle has spent more than 2/3 of this year to date at a dealership For this issue along with two others. ThatÂ's almost 5 months! End of Reviewed Customer message
08/14/2018	Status update provided via email to the following email address: [redacted], This does happen sometimes and I do apologize for all the inconvenience and frustration. I have experienced it myself, so I get . I would like to look into some options to see if I can offer you something for all the inconvenience, my goal right now is to try and get this on going issue resolved. I know it is overwhelming and I do appreciate your patience. End of Status Update
08/14/2018	Begin Customer Message reviewed: I appreciate your help! I canÂ't imagine itÂ's easy to take over mid case and unfortunately ours isnÂ't simple by any means! I just needed to vent so that I can stop crying about it! End of Reviewed Customer message
08/14/2018	Status update provided via email to the following email address: [redacted], No problem, that's why I'm here. End of Status Update
08/14/2018	*****OUTBOUND DEALERSHIP CONTACT***** SUBURBAN CHRYSLER DODGE JEEP RAM | 60558| 734-662-3175 | CM contacted the DLR and spoke with Service as Larry was with a customer. CM was advised that the technician has been road testing the vehicle and has not been able to duplicate the issue at this time as it happens
08/14/2018	intermittently. CM advised that I will follow up with Larry in a couple of days.
08/14/2018	Status update provided via email to the following email address: [redacted]m H[redacted], I just wanted to let you know that I spoke with the dealer, but was not able to speak with Larry as he was busy with a customer. They informed me that the technician has been road testing the vehicle to duplicate the issue. Because the issue happens intermittently they have not been able to duplicate at this time but still working on it. I will follow up with them again on Thursday. End of Status Update
08/14/2018	Status update provided via email to the following email address: [redacted] am also going to send this information to our technical team to see if they can assist in any way. End of Status Update
08/14/2018	Begin Customer Message reviewed: Is there a way for me to send you one of the videos I have so your technical team can watch/hear it? End of Reviewed Customer message
08/14/2018	Status update provided via email to the following email address: [redacted] I can send you a link and you can try, I am not sure if it will work or not but its defiantly worth a shot. I have already contacted my technical team ,but if it works I will forward to them . End of Status Update
08/14/2018	****** Below Customer Contacted for Documentation Request ******[redacted]on 2018-08-14 @ 16:56
08/14/2018	Begin Customer Message reviewed: No only photos &#[redacted]; End of Reviewed Customer message
08/14/2018	Status update provided via email to the following email address: [redacted]m ok , I wasn't sure. I will follow up with you once I have heard back from my technical team as well. End of Status Update
08/15/2018	*****OUTBOUND DEALERSHIP CONTACT***** SUBURBAN CHRYSLER DODGE JEEP RAM | 60558| 734-662-3175 | CM contacted the DLR to speak with SA Larry, left a message for a return call to discuss diagnosis.
08/16/2018	*****OUTBOUND DEALERSHIP CONTACT***** SUBURBAN CHRYSLER DODGE JEEP RAM | 60558| 734-662-3175 | CM contacted the DLR and spoke with SA Larry inquiring if they have been able to diagnose the vehicle. Larry stated that they have not been able to duplicate the issue at this time. CM advised Larry that I have forward the information to our technical team and have some information that may be helpful. CM forwarded the information to Larry.
08/16/2018	Status update provided via email to the following email address: [redacted] Good Morning[redacted] I contacted the dealer this morning and spoke with Larry. He stated that at this time they still have not been able to duplicate the issue. I received information back from our technical team, and have forwarded it to Larry, hoping it will be helpful. I will follow up with them in a day or 2 for follow up. End of Status Update
08/16/2018	Begin Customer Message reviewed: What is the technical team suggesting? This is a week now without the vehicle. End of Reviewed Customer message
08/16/2018	Begin Customer Message reviewed: So Larry said the information you forwarded if all for after an issue is duplicated. If the issue does not duplicate for them (which IÂ'm suspecting it wonÂ't at this point) what is the game plan? Larry said that chrysler has not advised him of that yet. End of Reviewed Customer message
08/17/2018	Begin Customer Message reviewed: I need it back before Monday and since theyÂ've not duplicated the issue IÂ'll be picking it up tomorrow. Is there a game plan? End of Reviewed Customer message
08/17/2018	Status update provided via email to the following email address: [redacted] will defiantly review things further to see what I can do from here and will follow up with you Monday. Have a Wonderful Weekend :-) End of Status Update
08/21/2018	Status update provided via email to the following email address:
08/21/2018	[redacted] Good Afternoon[redacted], Does the DLR still have your vehicle? After reviewing things further I see that Chrysler and the DLR have done everything they can to try and get this issue resolved, but until they can duplicate the issue there is not much more that can be done. I have sent this to our technical team and as advised without duplicating the issue the information would not be beneficial. I do apologize for this. End of Status Update
08/21/2018	Begin Customer Message reviewed: No I picked it up on Saturday. That was a mess as well. They did not have it ready for me. I had to pay them $72. Apparently they took off a piece of trim and RO put it back on had to get new clips? Which trim did they remove and put back on? It has not duplicated the noise again yet, but IÂ'm listening for it. I spoke with the service manager and supposedly he will be ready to get in the van with me when it makes the noise again. Which is really what IÂ've been asking for for months, and itÂ's incredibly frustrating. Also Larry did NOT inform me ahead of time that the technician was taking trim off etc and trying fixes without duplicating the noise. This entire experience has not been a pleasant one, no matter the dealership. On another note the passenger door opened and then closed again yesterday.... I was really hoping that issue was done. End of Reviewed Customer message
08/23/2018	Status update provided via email to the following email address: [redacted] Good Afternoon[redacted]Sorry I did not get back to you yesterday as I was in a meeting. It is good to know that you are not hearing the noise as of yet, maybe they have finally resolved this issue. I can reimburse you the $72.00 due to the fact you were not informed, and do apologize that happened. End of Status Update
08/27/2018	Status update provided via email to the following email address: [redacted] Good Morning[redacted] am not sure if you received the e-mail I forwarded to you in Thursday. I am waiting to hear if the issues has been resolved and informed you that I can reimburse you the $72.00, but would need to see a copy of the work order along with proof of payment. How would you like me to proceed? End of Status Update
08/27/2018	Begin Customer Message reviewed: Sadly as of this morning I have heard the noise again End of Reviewed Customer message
08/27/2018	Begin Customer Message reviewed: I have completely rearranged my afternoon and am going to pick up the technician from Duburban and drive and point out the noise. This isnÂ't the most convenient solution but itÂ's the only way I see to proceed End of Reviewed Customer message

Date	Comment
08/28/2018	Begin Customer Message reviewed: The technician heard the noise as well as another rumble that started after I got it back from them. I will drop the van off shortly so that they can begin diagnosing the issues at hand. I have been asking for a while for someone to get in and let me show them and itÂ's incredibly frustrating that IÂ've been told no. You can see in my emails to tanner that setting up a test drive would be enough. Perhaps had you guys requested this Cueter would have agreed and not reacted the way they did. So instead 3 hours of my day are gone and many many days. I realize this is not your fault but I wanted you to know where IÂ'm at I am now in a rental. I have one day no questions asked and up to five if itÂ's covered under warranty. After that IÂ'm Â"on my ownÂ" according to ili End of Reviewed Customer message
08/28/2018	Begin Customer Message reviewed: This is the message I received from Larry regarding my vehicle. Basic Warranty is 3 yr/36k. first time I saw the vehicle it was out of that range. We ran the parts and labor codes through Chrysler an it came back not covered under any warranties. It is 1.8 hours on labor and 327.48 in parts for two weatherstripping seals. So after THREE years of reporting this issue weÂ've finally got a cause. But now itÂ's not covered. End of Reviewed Customer message
08/29/2018	Status update provided via email to the following email address: [redacted] Thank you for your update, so what have they determined the issue is ? End of Status Update
08/29/2018	Begin Customer Message reviewed: This is what Larry sent me: The weather stripping on the driver door is causing the issue. There is no adjusting it, has to be replaced. the rattle was caused by weatherstripping in the passenger door that can be fixed with readjustment End of Reviewed Customer message
08/29/2018	Status update provided via email to the following email address [redacted] Thank You [redacted], I will contact the Larry in regards to part cost and will then call you. End of Status Update
08/29/2018	*****OUTBOUND DEALERSHIP CONTACT***** SUBURBAN CHRYSLER DODGE JEEP RAM | 60558| 734-662-3175 | CM contacted the DLR and spoke with SA Joshua, inquiring warranty pricing for the repair. Joshua inquired about the rental, stating the customer has been in rental since 08/27/2018, and that repair should be complete by end of day today. CM advised Joshua that I will submit DM notes for 3 days of rental when submitting notes for repair. Joshua stated that he will have Larry follow up with warranty pricing.
08/29/2018	Begin Customer Message reviewed: Larry just advised me that the repair and rental are being covered. Thank you as I first reported this issue at 13156 Miles on 6/17/15. He said he is waiting to hear about my deductible. End of Reviewed Customer message
08/29/2018	Begin Customer Message reviewed: As of today, the van has been at the dealership for this issues for 186 documented days since I bought it.... that seems ridiculous to me. And my doors may not even be fixed completely yet.... I canÂ't imagine that tjis is a desirable situation for Chrysler, a company who prices themseves on being customer forward and all about quality. End of Reviewed Customer message
08/29/2018	Status update provided via email to the following email address: [redacted] Hi [redacted] I have taken care of the repairs as well as the rental, I am more than will to cover the deductible as well but you will need to pay the $100 deductible and I will reimburse you. I am so sorry for all the inconvenience you have been dealing with and hope this issue has finally been resolved. End of Status Update
08/30/2018	Begin Customer Message reviewed: Thank you. IÂ've pickef it up now. Why was this not covered under max care? It was sold to us as a bumper to bumper lifetime warranty, but has yet to prove to be that. So now on top of the $2706 of car payments IÂ've made for my vehicle to be at dealerships IÂ'm starting to feel like we wasted $3000 on a warranty End of Reviewed Customer message
08/30/2018	Status update provided via email to the following email address: [redacted], Some of the basic components are not covered under the max care service contract. I do apologize again for all your inconveniences. In order for me to reimburse you I will need to see a copy of the work order and proof of payment for the $100 deductible. I can send you a documentation link where you can attach the documents and send them back. Once I receive those I can process your check and you will receive it within 7 to 10 business days. Thank You and Have a Great Day :-) End of Status Update
08/30/2018	Begin Customer Message reviewed: Yes please send the link. As well is there somewhere I can access what is and isnÂ't covered under max care? End of Reviewed Customer message
08/30/2018	Status update provided via email to the following email address [redacted], To access that information you need to go to Mopar.com, left hand side click care, then Mopar vehicle protection, scroll down to access current plan, you will then need to enter your VIN / LAST NAME / MILEAGE, and click submit, and you should be able to view or print out. I have also forwarded the documentation link, in which will expire in 7 days. End of Status Update
08/31/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2018-08-31 @ 10:42
09/05/2018	Status update provided via email to the following email address [redacted] Hello [redacted], This is Tanner from Dodge Case Management I am looking over a few cases while Suzanne is away, Just following up as we have not received your documents, No rush of course just keep communication open, Suzanne will follow up upon her return, Thank you, End of Status Update
09/10/2018	Begin Customer Message reviewed: I submitted them last week. IIII try again today as I assume that means they didnÂ't go through. IÂ'm also in the process of trying to get to the bottom Of what has actually been done to my vehicle since the paper work, advisor and technician all said different things End of Reviewed Customer message
09/12/2018	Status update provided via email to the following email address: [redacted], I still have not received your documents and have resent the documentation link. Thank You End of Status Update
09/12/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] 2018-09-12 @ 16:25
09/14/2018	Status update provided via email to the following email address: [redacted] Good Morning [redacted] This is Suzanne, and I was wondering if you received the documentation link. I still have not received any of your documents. Thank You End of Status Update
09/14/2018	***** Customer Document Received *****
09/14/2018	Begin Customer Message reviewed: I just resent them again End of Reviewed Customer message
09/14/2018	Status update provided via email to the following email address: [redacted], Do you have the work order/proof of payment for the $72 End of Status Update
09/18/2018	Status update provided via email to the following email address: [redacted] Hi [redacted], This is Suzanne from Chrysler. Would you like me to just proceed with your $100 reimbursement, or are you sending the information in regards to the $72 paid to the DLR for repair. Thank You and Hope you are Having a Wonderful Day. End of Status Update
09/20/2018	Status update provided via email to the following email address: [redacted] Good Morning [redacted], This is Suzanne from Chrysler, just following up to inform you I will leave your case open for 2 business days and will then proceed with your $100 reimbursement. Thank You and Have a Wonderful Day. End of Status Update
09/20/2018	Begin Customer Message reviewed: Hi Suzanne. Sorry for my delay. I havenÂ't been able to find my receipt, and havenÂ't had a chance to go back to the dealership because my [redacted] and [redacted]. Have you ever been able to find out which piece of trim was supposedly removed and put back on? I have issues even submitting that cost to you because when I spoke to the technician, he said that was never done. I will be phoning Georgia manager again today now that things have settled a little bit. On another piece of my case, my doors are not fixed. Both sides with again randomly close and. It stay open. I have not called the dealership again yet for a few reasons. One itÂ's mever been reproduceable, and two I donÂ't trust them given the above End of Reviewed Customer message
09/21/2018	Status update provided via email to the following email address: [redacted]m Good Morning [redacted] I am so sorry to hear everything you have been going through. The repair that was done to the vehicle was they replaced the weather stripping as they determined that's what was causing the issue. As for the issue with the door they have to be able to duplicate the issue. Would you like me to proceed with reimbursement, as we can always reopen this case if vehicle ends up back at the dealer for the door issue. Wishing you and your family all the best. End of Status Update

Date	Comment
09/21/2018	Begin Customer Message reviewed: I know the weather stripping is what was eventually discovered as he issue. However in the Aug 9 visit (the $72 one) it says that chris (the technician took off a piece of trim and put it back on. The $72 was for his time and for the new clips. When Chris did a test drive wig me he told me he knew nothing about any trim being taken off. I spoke with Ilik yesterday. He got very offended when I explained everything to him. Told me it wasnÂ't a good idea to call a dealership and lie to them.... he was unable to verify with Chris as he wasnÂ't at the dealership yesterday. He is calling me back on Monday, and he assured me that the work was really done. Why the technician would tell me otherwise then is beyond me. This case has been open for 9 MONTHS! I have been to 3!!!!! Of the areas TOP RATED chrysler dealerships and yet have received exceptionally SUB PAR AWFUL treatment. Who can I speak to at Chrysler about this? This is unacceptable. IÂ'm at a point now. At I donÂ't really believe that Chrysler is customer first. IÂ'm almost ready to say forget the warranty and take my vehicle to a mechanic who can be trusted. I am thousands of dollars invested in this! Between the extended warranty and the monthly payments I continue to make faithfully while my vehicle was at the dealership, a lot of the time leaving me car less. IÂ'm seeing a trend, and itÂ's not a good one. Everyone wants to assure me that this is not how they run their business and that this is a rare occurrence. Yet, 3 dealerships later, 4 service managers have treated me poorly, IÂ've been lied to at all 3, and I still have issues. End of Reviewed Customer message
09/21/2018	Status update provided via email to the following email address: [redacted] ello [redacted] I am the supervisor here at Dodge case management. I would like to address your reimbursement, and have handled your dealership concerns. When is a preferred time to discuss the matter further? End of Status Update
09/21/2018	Begin Customer Message reviewed: Hi Samantha. I can be reached by phone most of the day today. [redacted] End of Reviewed Customer message
09/24/2018	- ---OUTBOUND SUPERVISOR CONTACT- [redacted] Writer contacted customer to follow up with concerns; however, customer was not available and the VM box was full.
09/25/2018	- ---OUTBOUND SUPERVISOR CONTACT- [redacted] Writer contacted the customer to follow up with concerns Writer informed we will be reimbursing the $100 and the $72. Customer is submitting documents. Customer relayed of a DLR complaint, writer informed it will be handled internally.
09/27/2018	Status update provided via email to the following email address: [redacted] Do you need another documentation link forwarded?, in order to send in your documentation. End of Status Update
10/02/2018	********** Waiting for Documents **********
10/02/2018	Customer Document Reviewed.
10/04/2018	Status update provided via email to the following email address: [redacted] Good Morning [redacted] still have not received your documents for the $72 in which you were charged for previous repair. Will you be sending them in? Thank You and Have a Great Day. End of Status Update
10/09/2018	CM contacted the customer and left a VM inquiring if she will be sending in her documentation for the $72.00 reimbursement, also informing her of her new case number. CM requested a call back at her earliest convenience, leaving my contact information.
10/12/2018	OUT BOUND [redacted] Contacted customer advised would send Email with contact information. Writer advised CM would follow up once the documents were received.
10/25/2018	*****OUTBOUND DEALERSHIP CONTACT***** SUBURBAN CHRYSLER DODGE JEEP RAM | 60558| 734-662-3175 CM contacted the DLR and spoke with Service Ann to inquire if payment was made in regards to work order for $72.23. Ann stated that it was paid for with a credit card.
10/25/2018	Customer has submitted request for goodwill, for REPAIR, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Approved by: SW894 Customers proof of payment is: Work Order / Proof of Payment (DLR did verify that the work order for $72.23 has been paid in full by credit card) Date: 08/09/2018 In-Service Date: 8/9/2014 Mileage: 57,000 Parts $/Labor $62.32 Misc: $9.35 Tax $.56 Total $72.23 Date: 08/27/2018 In-Service Date: 8/9/2014 Mileage: 57,000 Service Contract Deductible $100.00 Total $100.00 Writer is submitting check for approval in the amount of $172.23
11/06/2018	**********OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer inquiring if she has received her check, requesting a call back at her earliest convenience, leaving my contact information.
11/08/2018	**********OUTBOUND CUSTOMER CONTACT****** [redacted] CM contacted the customer and left a VM inquiring if she has received her reimbursement check, requesting a call back at her earliest convenience
11/12/2018	CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date	10/01/2018	***Subject***	Hi Samantha. I can be reached by phone most of th		
From		***To***	***Sent Date/Time***	09/21/2018 15:14 PM	
Hi Samantha. I can be reached by phone most of the day today. [redacted]					

Date	10/12/2018	***Subject***	case# [redacted] Dj01qsDF._500f1klbfZ:ref]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/12/2018 21:43 PM

HI [redacted]
Suzanne is out of the office today, but I do see where she was waiting for some of your documents concerning the 72.00 amount. She will contact you next week further.
Thanks, Susan

---------- Original Message ----------
From:
Sent: 9/21/2018 11:14 AM
To:
Subject: Hi Samantha. I can be reached by phone most of th

Hi Samantha. I can be reached by phone most of the day today. 2487867377

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
ref:[redacted]

Date	10/12/2018	***Subject***	Please attach documents [ref [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/12/2018 23:13 PM

Hell[redacted]
This is Melissa with FCA .
Here is the email as promised.
Your New Case number is [redacted]
Please feel free to send in your documents.
Thank you for your continued patience
Enjoy your weekend!

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/12/2018 5:43 PM
To: [redacted]
Subject: case# [redacted]

H[redacted]
Suzanne is out of the office today, but I do see where she was waiting for some of your documents concerning the 72.00 amount. She will contact you next week further.
Thanks, Susan

---------- Original Message ----------
From:
Sent: 9/21/2018 11:14 AM
To:
Subject: Hi Samantha. I can be reached by phone most of th

Hi Samantha. I can be reached by phone most of the day today. 2487867377

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
ref:_00Dj01qsDF._500f1klbfZ:ref

Melissa| FCA Case Specialist
1-844-827-1999| EXT 3020147

Date	10/16/2018	***Subject***	RE: Please attach documents [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/16/2018 19:01 PM

Hi [redacted]
I am just following up to see if you have submitted your documents for the $72.00 repair?

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: [redacted]
To: [redacted]
Subject: Please attach documents [ref:_[redacted]

Hello [redacted]
This is Melissa with FCA .
Here is the email as promised
Your New Case number is [redacted]
Please feel free to send in your documents.
Thank you for your continued patience
Enjoy your weekend!

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/12/2018 5:43 PM
To: [redacted]
Sub[redacted]

HI [redacted]
Suzanne is out of the office today, but I do see where she was waiting for some of your documents concerning the 72.00 amount. She will contact you next week further.
Thanks, Susan

---------- Original Message ----------
From:
Sent: 9/21/2018 11:14 AM
To:
Subject: Hi Samantha. I can be reached by phone most of th

Hi Samantha. I can be reached by phone most of the day today. 2487867377

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
ref:[redacted]

Melissa| FCA Case Specialist
1-844-827-1999| EXT 3020147

Regards,

Suzanne

Suzanne | FCA Case Management

1-844-827-1999 extension 3032370

Date	10/16/2018	***Subject***	Re: Please attach documents [redacted]		
From [redacted]		***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/16/2018 20:23 PM

Sent from my iPhone

> On Oct 16, 2018, at 3:01 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Hi [redacted]
> I am just following up to see if you have submitted your documents for the $72.00 repair?
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/12/2018 7:13 PM
> To: [redacted]
> Subject: Please attach documents [redacted]
>
> Hello [redacted]
> This is Melissa with FCA .
> Here is the email as promised.
> Your New Case number is 54459561.
> Please feel free to send in your documents.
> Thank you for your continued patience
> Enjoy your weekend!
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/12/2018 5:43 PM
> To: [redacted]
> Subject: case# [redacted]
>
> H [redacted]
> Suzanne is out of the office today, but I do see where she was waiting for some of your documents concerning the 72.00 amount. She will contact you next week further. Thanks, Susan
>
> ---------- Original Message ----------
> From:
> Sent: 9/21/2018 11:14 AM
> To:
> Subject: Hi Samantha. I can be reached by phone most of th
>
> Hi Samantha. I can be reached by phone most of the day today. 2487867377
>
> Susan | FCA Case Manager
>
> Phone: 1-844-827-1999 | 3020216
> ref:_00Dj01qsDF._500f1klbfZ:ref
>
> Melissa| FCA Case Specialist
> 1-844-827-1999| EXT 3020147
>
> Regards,
>
> Suzanne
>
>
> Suzanne | FCA Case Management
>
> 1-844-827-1999 extension 3032370
>

Date	10/19/2018	***Subject***	Re: Please attach documents [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/19/2018 15:10 PM

Hi [redacted]
I have received the document for the $72.00, but will also need to see proof of payment for this.
I will forward another e-mail for you to attach it.
Thank you and Have a Great Weekend.

---------- Original Message ----------
From [redacted]
Sent: 10/16/2018 4:23 PM
To: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [redacted]

Sent from my iPhone

> On Oct 16, 2018, at 3:01 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> H[redacted]
> I am just following up to see if you have submitted your documents for the $72.00 repair?
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/12/2018 7:13 PM
> To: [redacted]
> Subject: Please attach documents [redacted]
>
> Hello [redacted]
> This is Melissa with FCA .
> Here is the email as promised.
> Your New Case number is [redacted]
> Please feel free to send in your documents.
> Thank you for your continued patience
> Enjoy your weekend!
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/12/2018 5:43 PM
> To [redacted]
> Su[redacted]
>
> HI[redacted]
> Suzanne is out of the office today, but I do see where she was waiting for some of your documents concerning the 72.00 amount. She will contact you next week further. Thanks, Susan
>
> ---------- Original Message ----------
> From:
> Sent: 9/21/2018 11:14 AM
> To:
> Subject: Hi Samantha. I can be reached by phone most of th
>
> Hi Samantha. I can be reached by phone most of the day today. 2487867377
>
> Susan | FCA Case Manager
>
> Phone: 1-844-827-1999 | 3020216
> ref:_00Dj01qsDF._500f1klbfZ:ref
>
> Melissa| FCA Case Specialist
> 1-844-827-1999| EXT 3020147
>
> Regards,
>
> Suzanne
>
>
> Suzanne | FCA Case Management
>
> 1-844-827-1999 extension 3032370
>

Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Date	10/19/2018	***Subject***	Re: Please attach documents [redacted] ef]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		10/19/2018 15:11 PM

Hi [redacted]
I have received the document for the $72.00, but will also need to see proof of payment for this.
I will forward another e-mail for you to attach it.
Thank you and Have a Great Weekend.

---------- Original Message
From: [redacted]
Sent: 10/16/2018 4:23 PM
To: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [[redacted]

Sent from my iPhone

> On Oct 16, 2018, at 3:01 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Hi [redacted]
> I am just following up to see if you have submitted your documents for the $72.00 repair?
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/12/2018 7:13 PM
> To: [redacted]
> Subject: Please attach documents [ref:_[redacted]
>
> Hello [redacted]
> This is Melissa with FCA .
> Here is the email as promised
> Your New Case number is [redacted]
> Please feel free to send in your documents.
> Thank you for your continued patience
> Enjoy your weekend!
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/12/2018 5:43 PM
> To: [redacted]
> Subject: case# [redacted] ref:_[redacted]
>
> Hi [redacted]
> Suzanne is out of the office today, but I do see where she was waiting for some of your documents concerning the 72.00 amount. She will contact you next week further. Thanks, Susan
>
> ---------- Original Message ----------
> From:
> Sent: 9/21/2018 11:14 AM
> To:
> Subject: Hi Samantha. I can be reached by phone most of th
>
> Hi Samantha. I can be reached by phone most of the day today. 2487867377
>
> Susan | FCA Case Manager
>
> Phone: 1-844-827-1999 | 3020216
> ref:_00Dj01qsDF._500f1klbfZ:ref
>
> Melissa| FCA Case Specialist
> 1-844-827-1999| EXT 3020147
>
> Regards,
>
> Suzanne
>
>
> Suzanne | FCA Case Management
>
> 1-844-827-1999 extension 3032370
>

Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Date	10/19/2018	***Subject***	Proof Of Payment [ref:[redacted]ef]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/19/2018 15:11 PM

[redacted],
Please attach your proof of payment here.
Thank You

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/19/2018 11:10 AM
To: [redacted]
Cc: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [[redacted]

Hi [redacted],
I have received the document for the $72.00, but will also need to see proof of payment for this.
I will forward another e-mail for you to attach it.
Thank you and Have a Great Weekend.

---------- Original Message ----------
From: [redacted]
Sent: 10/16/2018 4:23 PM
To: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [[redacted]

Sent from my iPhone

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> Regards,
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> Suzanne | FCA Case Management
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> 1-844-827-1999 extension 3032370
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Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Date	10/19/2018	***Subject***	Proof Of Payment [ref: [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/19/2018 15:12 PM

[redacted],
Please attach your proof of payment here.
Thank You

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/19/2018 11:10 AM
To: [redacted]
Cc: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [ref:_[redacted]

Hi [redacted]
I have received the document for the $72.00, but will also need to see proof of payment for this.
I will forward another e-mail for you to attach it.
Thank you and Have a Great Weekend.

---------- Original Message ----------
From: [redacted]
Sent: 10/16/2018 4:23 PM
To: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [[redacted]

Sent from my iPhone

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>
> Regards,
>
> Suzanne
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> Suzanne | FCA Case Management
>
> 1-844-827-1999 extension 3032370
>

Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Date	10/25/2018	***Subject***	RE: Proof Of Payment [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/25/2018 15:31 PM

[redacted]
This is Suzanne from FCA Case Management. I am submitting a check in the amount of $172.23.
You should receive this payment within 7 to 10 business days.
I will follow up with you next week to see if you have received your payment before closing your case.
Thank You and Have a Wonderful Weekend :-)

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/19/2018 11:12 AM
To [redacted]
Subject: Proof Of Payment [ref:_[redacted]

[redacted]
Please attach your proof of payment here.
Thank You

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/19/2018 11:10 AM
To [redacted]
Cc: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [ref:_[redacted]

Hi [redacted],
I have received the document for the $72.00, but will also need to see proof of payment for this.
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Thank you and Have a Great Weekend.

---------- Original Message ----------
From: [redacted]]
Sent: 10/16/2018 4:23 PM
To: uscustomercare@fcagroup.com
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Sent from my iPhone

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> Sent: 10/12/2018 7:13 PM
> To [redacted]
> Subject: Please attach documents [[redacted]
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> Hello [redacted]
> This is Melissa with FCA .
> Here is the email as promised.
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> Please feel free to send in your documents.
> Thank you for your continued patience
> Enjoy your weekend!
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> Sent: 10/12/2018 5:43 PM
> To: [redacted]
> Subject: case# [redacted]
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> HI [redacted]
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> ---------- Original Message ----------
> From:
> Sent: 9/21/2018 11:14 AM
> To:
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> Hi Samantha. I can be reached by phone most of the day today. 2487867377
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> Susan | FCA Case Manager
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> Phone: 1-844-827-1999 | 3020216
> ref:_00Dj01qsDF._500f1klbfZ:ref
>
> Melissa| FCA Case Specialist
> 1-844-827-1999| EXT 3020147
>
> Regards,

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> Suzanne
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> Suzanne | FCA Case Management
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> 1-844-827-1999 extension 3032370
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Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Regards,
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Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Date	10/25/2018	***Subject***	RE: Proof Of Payment [ref [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/25/2018 15:31 PM

H[redacted],
This is Suzanne from FCA Case Management. I am submitting a check in the amount of $172.23.
You should receive this payment within 7 to 10 business days.
I will follow up with you next week to see if you have received your payment before closing your case.
Thank You and Have a Wonderful Weekend :-)

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/19/2018 11:12 AM
To[redacted]
Subject: Proof Of Payment [ref:_[redacted]

[redacted]
Please attach your proof of payment here.
Thank You

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/19/2018 11:10 AM
To[redacted]
Cc: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [ref:_[redacted]

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I have received the document for the $72.00, but will also need to see proof of payment for this.
I will forward another e-mail for you to attach it.
Thank you and Have a Great Weekend.

---------- Original Message ----------
From [redacted]
Sent: 10/16/2018 4:23 PM
To: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [ref:_[redacted]

Sent from my iPhone

> On Oct 16, 2018, at 3:01 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> I am just following up to see if you have submitted your documents for the $72.00 repair?
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/12/2018 7:13 PM
> To: [redacted]
> Subject: Please attach documents [ref:_0[redacted]]
>
> Hello [redacted]
> This is Melissa with FCA .
> Here is the email as promised.
> Your New Case number is [redacted]
> Please feel free to send in your documents.
> Thank you for your continued patience
> Enjoy your weekend!
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/12/2018 5:43 PM
> To: [redacted]
> Subject: case# [redacted] [ref:_[redacted]
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> H[redacted],
> Suzanne is out of the office today, but I do see where she was waiting for some of your documents concerning the 72.00 amount. She will contact you next week further. Thanks, Susan
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Suzanne W | FCA Case Management
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Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Date	11/02/2018	***Subject***	FCA Case Management [ref: [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/02/2018 13:04 PM

Good Morning [redacted],
This is Suzanne from FCA Case Management.
I am following up to inform you that your reimbursement check was issued 10/30/2018.
I will follow up with you mid next week to see if you have received it.
Thank You and Have a Great Weekend :-)

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/25/2018 11:31 AM
To: uscustomercare@fcagroup.com
Subject: RE: Proof Of Payment [ref[redacted]f]

Hi[redacted]n,
This is Suzanne from FCA Case Management. I am submitting a check in the amount of $172.23.
You should receive this payment within 7 to 10 business days.
I will follow up with you next week to see if you have received your payment before closing your case.
Thank You and Have a Wonderful Weekend :-)

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/19/2018 11:12 AM
To:[redacted]
Subject: Proof Of Payment [[redacted]

[redacted],
Please attach your proof of payment here.
Thank You

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/19/2018 11:10 AM
To:[redacted]
Cc: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [ref:_[redacted]]

Hi[redacted],
I have received the document for the $72.00, but will also need to see proof of payment for this.
I will forward another e-mail for you to attach it.
Thank you and Have a Great Weekend.

---------- Original Message ----------
From:[redacted]]
Sent: 10/16/2018 4:23 PM
To: uscustomercare@fcagroup.com
Subject: Re: Please attach documents [ref:_[redacted]]

Sent from my iPhone

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> Regards,
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Date	11/02/2018	***Subject***	FCA Case Management [ref:[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/02/2018 13:04 PM

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Subject: RE: Proof Of Payment [ref:[redacted]:ref]

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Subject: Proof Of Payment [ref[redacted]:ref]

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Date	11/02/2018	***Subject***	FCA Case Management [ref:[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/02/2018 13:04 PM

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Thank You and Have a Great Weekend :-)

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Subject: RE: Proof Of Payment [ref:_[redacted]:ref]

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To: [redacted]
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Please attach your proof of payment here.
Thank You

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> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/12/2018 5:43 PM
> To: [redacted] [redacted]]
>
> HI [redacted],
> Suzanne is out of the office today, but I do see where she was waiting for some of your documents concerning the 72.00 amount. She will contact you next week further. Thanks, Susan
>
> ---------- Original Message ----------
> From:
> Sent: 9/21/2018 11:14 AM
> To:

> Subject: Hi Samantha. I can be reached by phone most of th
>
> Hi Samantha. I can be reached by phone most of the day today. 2487867377
>
> Susan | FCA Case Manager
>
> Phone: 1-844-827-1999 | 3020216
> ref:_00Dj01qsDF._500f1klbfZ:ref
>
> Melissa| FCA Case Specialist
> 1-844-827-1999| EXT 3020147
>
> Regards,
>
> Suzanne
>
>
> Suzanne | FCA Case Management
>
> 1-844-827-1999 extension 3032370
>

Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Regards,
Suzanne W

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1-844-827-1999 extension 3032370

Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Date	11/08/2018	***Subject***	Re: Proof Of Payment [ref:[redacted]f]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/08/2018 20:00 PM

Hi Suzanne. The check came yesterday. I deposited it last night. My doors are acting up again but right now I dont have the time or the patience to fight with anyone about it. When I can tackle this what do I do?

Thank you

[redacted]

Sent from my iPhone

> On Oct 25, 2018, at 11:31 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> Hi [redacted]
> This is Suzanne from FCA Case Management. I am submitting a check in the amount of $172.23.
> You should receive this payment within 7 to 10 business days.
> I will follow up with you next week to see if you have received your payment before closing your case.
> Thank You and Have a Wonderful Weekend :-)
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/19/2018 11:12 AM
> To: [redacted]
> Subject: Proof Of Payment [ref:_[redacted]:ref]
>
>[redacted]
> Please attach your proof of payment here.
> Thank You
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/19/2018 11:10 AM
> To [redacted]
> Cc: uscustomercare@fcagroup.com
> Subject: Re: Please attach documents [ref:_[redacted]:ref]
>
> H [redacted]
> I have received the document for the $72.00, but will also need to see proof of payment for this.
> I will forward another e-mail for you to attach it.
> Thank you and Have a Great Weekend.
>
>
> ---------- Original Message ----------
> From [redacted]]
> Sent: 10/16/2018 4:23 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Please attach documents [ref:_0[redacted]:ref]
>
> Sent from my iPhone
>
> > On Oct 16, 2018, at 3:01 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> > Hi [redacted]
> > I am just following up to see if you have submitted your documents for the $72.00 repair?
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 10/12/2018 7:13 PM
> > To: [redacted]
> > Subject: Please attach documents [ref:_0[redacted]:ref]
> >
> > Hello [redacted]
> > This is Melissa with FCA .
> > Here is the email as promised.
> > Your New Case number is [redacted]
> > Please feel free to send in your documents.
> > Thank you for your continued patience
> > Enjoy your weekend!
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 10/12/2018 5:43 PM
> > To: [redacted]
> > Subject: case# [redacted]]
> >
> > H [redacted] ,
> > Suzanne is out of the office today, but I do see where she was waiting for some of your documents concerning the 72.00 amount. She will contact you next week further. Thanks, Susan
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> 1-844-827-1999 extension 3032370
>

Date	11/12/2018	***Subject***	FCA Case Management [ref:[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/12/2018 16:03 PM

Good Morning [redacted],
Thank You for your response. I am glad to hear that your check has arrived.
I am sorry to hear that you are still having issues with the door.
What i am going to do is close the case temporarily, and once you have taken the vehicle back into the DLR, call and your case can be reopened and we will continue to work with you.
Thank you and Have a Wonderful Day.

---------- Original Message ----------
From: [redacted]]
Sent: 11/8/2018 3:00 PM
To: uscustomercare@fcagroup.com
Subject: Re: Proof Of Payment [ref:_[redacted]ef]

Hi Suzanne. The check came yesterday. I deposited it last night. My doors are acting up again but right now I dont have the time or the patience to fight with anyone about it. When I can tackle this what do I do?

Thank you

[redacted]

Sent from my iPhone

> On Oct 25, 2018, at 11:31 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> H[redacted]
> This is Suzanne from FCA Case Management. I am submitting a check in the amount of $172.23.
> You should receive this payment within 7 to 10 business days.
> I will follow up with you next week to see if you have received your payment before closing your case.
> Thank You and Have a Wonderful Weekend :-)
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/19/2018 11:12 AM
> To: [redacted]
> Subject: Proof Of Payment [ref:_[redacted]:ref]
>
> [redacted]
> Please attach your proof of payment here.
> Thank You
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/19/2018 11:10 AM
> To: [redacted]
> Cc: uscustomercare@fcagroup.com
> Subject: Re: Please attach documents [ref:_0[redacted]:ref]
>
> Hi [redacted],
> I have received the document for the $72.00, but will also need to see proof of payment for this.
> I will forward another e-mail for you to attach it.
> Thank you and Have a Great Weekend.
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> ---------- Original Message ----------
> From: [redacted]]
> Sent: 10/16/2018 4:23 PM
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> Subject: Re: Please attach documents [ref:_[redacted]:ref]
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> Sent from my iPhone
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> > On Oct 16, 2018, at 3:01 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> > Hello[redacted]
> > This is Melissa with FCA .
> > Here is the email as promised.
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> > Thank you for your continued patience
> > Enjoy your weekend!
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Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

Date	11/12/2018	***Subject***	RE: FCA Case Management [ref:[redacted]:ref]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/12/2018 16:05 PM

Hello [redacted],

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

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3032370

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

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

Suzanne | FCA Case Manager

Phone: 1-844-827-1999| Ext. 3032370

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/12/2018 11:03 AM
To [redacted]
Subject: FCA Case Management [ref:[redacted]:ref]

Good Morning [redacted]
Thank You for your response. I am glad to hear that your check has arrived.
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Thank you

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> From: [redacted]]
> Sent: 10/16/2018 4:23 PM
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Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

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

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/03/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/14/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	34,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**hone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MIAMI	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	67962	PLANET DODGE CHRYSLER JEEP		**Dealer Phone**	3054708000
Dealer Address	9975 N W 12TH STREET				
	MIAMI		FL	33172 2762	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis	closing case due to problem not being able to duplicate cst understood				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/03/2018 08:57 PM	Open
08/14/2018 03:07 PM	Closed
09/29/2018 03:40 PM	Closed

Initial Description

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

Case Comments

Date	Comment
08/03/2018	cst called states that she is calling because her vehicle does not lock cst states that it has been at the dlr 5x already for the same issue cst states that dlr PLANET DODGE CHRYSLER JEEP -67962 cst states that the vehicle is at the dlr now but they cannot find the issue cst states that she has an autistic daughter and she needs a vehicle that locks because what will Chrysler do if her daughter jumps out of the vehicle because the vehicles issue -cst states she has put it on social media already and her daughters life is not a joke cst states that she needs the vehicle fixed and the dlr cannot find the issue cst states she wants another vehicle because this is not right and she does not feel safe nor does she feel safe for her daughter. cm advised that a case has been opened for the customer and it will be escalated to the correct dept. for further assistance and handling. -CST has put it on Facebook with the issue and tagged the dealership cst states that she has been peaceful with this and the dealer has not done anything yet ********** SPANISH ********** Customer seeking assistance with: buyback Customer expecting: buyback Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any Latest call time: 10pm Updates via text: N [Mobile number] Updates via email: N [Email address] Vehicle location: [Dealer] Date and Time of Appointment: [at the DLR now Confirmed appointment with: [PLANET DODGE CHRYSLER JEEP 67962] Customer in rental: Y Authorized by: SC Rental start date: [8/3/18
08/03/2018	Handle as L2, relocate customer to another dealer and involve STAR.
08/03/2018	-cm called cst to inform her about lines 36 -CST states that every 8 days the vehicle has issues -cst states that she would like to keep it in the dlr where its at which is PLANET DODGE CHRYSLER JEEP 67962 -CM advised cst that I will call dlr Monday and see if they can involve the STAR team to get this fixed for the cst
08/06/2018	-CM calling dlr to speak to SA handling the case - SA is Marlene -SA was busy but agent at dlr stated she will tell SA Marlene so she would get back to me
08/06/2018	-CM calling dlr to speak with SA Marlene -Marlene was busy cm will call back later
08/06/2018	CM called dlr Marlene out to lunch till 12
08/06/2018	-CM calling dlr -SA Marlene is with CST -CM will wait for SA Marlene to call
08/06/2018	-CM called dlr for Marlene -dlr stated she is not available
08/06/2018	-CM calling DLR to see if SA Marlene is available - SA Marlene not available -DLR stated they will leave her a message to call us
08/06/2018	-CM calling CST to speak to her -CST did not answer
08/06/2018	-CM calling cst -CM stated that I have called dlr 6x - CST stated that that's the same way they treat her -CM advised that tomorrow I will try and get a hold of someone else -CST states that the vehicle has been at the dlr 5x and another solution must be done -CST states that she doesn't want this car -CST states that she will keep the case the way it is - CST states that she will be out in vacation fir 10 days and she wants to see what happens within those 10 days -CST states that she received a message stating that her vehicle is in Marlene's managers hands. -08/08----08/19 CST will be in Vacation
08/06/2018	-CM advised CST that I will call dlr tomorrow to see irf I can get a response -CST understood
08/07/2018	CM calling dlr to speak to SA Marlene -DLR stated that she's with cst -CM asked to speak to another SA
08/07/2018	-Jerana states that she will leave message with SM to call me back

Date	Comment
08/07/2018	EMAIL SENT TO SA GRACIE: Hello Good Afternoon Gracie I am emailing you on behalf of Fiat Chrysler Automobiles, the reason for me emailing you is because I have contacted the dealership trying to get a hold of Service Advisor Marlene 7 times. I have been told multiple times that she will be left a message for her to contact me back. I have left my phone and my extension 4 times and no one has contacted me back. I am aware that the Service Manager Joe Benitez is on vacation so I cannot email him about this situation. I would be greatly appreciative if you could please assist me with this matter. I am trying to get an update on a 2015 CHRYSLER TOWN & COUNTRY belonging to the customer [redacted].
08/07/2018	EMAIL SENT TO CM::: Hi, Tech has the vehicle. Still trying to duplicate the concern. Thank you,
08/07/2018	-CM calling cst to inform her that they are trying to duplicate the concern on the vehicle -CST did not pick up
08/08/2018	-CM calling cst to inform her that I contacted the dlr -CST states that she got a call from dlr and she was told that they opened a star case and are working on the vehicle -CST states that they are trying to figure out what's going on -cst states that this cannot continue to happen -CM advised that to enjoy her vacation and that hopefully the vehicle will be fixed by the time she gets back -CM stated I will call her Tuesday with an update on the vehicle --CST UNDERSTOOD
08/14/2018	-CM calling DLR to see the update on the vehicle -CM was told Marlene was unavailable -CM asked to speak to SM Joe Benitez -No pickup
08/14/2018	-SM called stating that's they are working with STAR and doing everything that STAR has told them to do -SM stated that the concern as not been able to be duplicated SM has stated that CST is out of town but if they cannot duplicate the issue before they come back they will return the vehicle and if it does happen again they would take care of it.
08/14/2018	-CM calling CST to inform her of this and will be closing the case -CM advised that the vehicles issue has not been duplicated and the issue has not happened again -CST states this is the 5th time and how much more does she have to go through -CM stated that hopefully this is the last time she goes through this but if something else does happen she can call us for more assistance if needed -CST understood

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/22/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	51,417 Miles	**Market**	U	**Language**	English
Contact Email		**ontact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	GLENDALE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	60581	LARRY H. MILLER CHRYSLER JEEP		**Dealer Phone**	6235375000
Dealer Address	13165 N. AUTOSHOW AVE.				
	SURPRISE		AZ	85388 5089	USA
Dealer Zone	West	**Sales District**		**Service District**	M
Subject	head rest popped off and passenger door wont unlock				
Synopsis	Three contact attempts with no response. Closing case.				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/22/2018 03:36 PM	Open
08/28/2018 04:07 PM	Closed
08/29/2018 04:44 PM	Reopen
09/29/2018 05:01 PM	Open
10/01/2018 09:41 PM	Closed
10/06/2018 08:45 AM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,head rest popped off and passenger door wont unlock

Case Comments

Date	Comment
08/22/2018	Briefly summarize why the customer is contacting Chrysler: Customer (ownerÂ's wifeÂ's mother) calling in about vehicle concern. She states DLR is saying it should be a recall. She states no air bag deployed but the head rest popped off and the passenger side wonÂ't unlock. customer is expecting: cost assistance ***Agent Advised** Agent referred to AC 22330 Agent adv once vehicle has diagnosis to call back Reassign for survey by-pass. No diagnosis
08/27/2018	dealer calls an states customer told him he needed to call in to give warranty price for part on decision to be made on cost assistance. dealer sates the warranty cost is 896.32 and the customer paid price would be 1395.02. agent advised dealer it would take 24 to 48hrs on a decision.
08/29/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
08/29/2018	calling for information on decision. Agent contacted dealership but SM and SA were not available to speak to. 60581 70 LARRY H MILLER CHRYSLER JEEP SURPRISE AZ 85388- 5089 Customer seeking assistance with: cost assistance for headrest and other issue. Customer expecting: cost assistance for headrest and other issue. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: Latest call time: Updates via text: Y Updates via email: no Vehicle location: [Customer/] Date and Time of Appointment: [was there recently]. Confirmed appointment with: [Dealer Code: 70-60581 Dealer Name : LARRY H MILLER CHRYSLER JEEP] Customer in rental: Y/N Authorized by: Rental start date: [Date]
08/30/2018	- Outbound Dealer Contact - Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060552.
08/30/2018	Status update provided via email to the following email address Hello, my name is Ty'Eisha and I have been assigned as your Case Manager. This email is confirmation that your case, was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, My office hours are from 10 AM to 6:30 PM Eastern Time.
08/30/2018	My contact information is 844-378-0597 Ext. 4060552. If your preferred telephone number mentioned above isnÂ't correct, please reply with the correction. End of Status Update
09/05/2018	- Outbound Dealer Contact - CM reached out to dealer and spoke with a SA who advised her that they customers repairs are: Headrest Warranty Pricing: 624.36 Sliding Door Actuator Warranty Pricing: 271.96 Customer pricing for bother repairs are 1394.02. CM is going to review this information then reach out to the customer
09/05/2018	CM is willing to help customer with $450 towards this repair so that would leave customer with a $416.32 co-pay.

Date	Comment
09/06/2018	Status update provided via email to the following email address [redacted] Customers repairs are: Headrest Warranty Pricing: 624.36 Sliding Door Actuator Warranty Pricing: 271.96 Customer pricing for both repairs are 896.32. CM is willing to help customer with $450 towards this repair so that would leave customer with a $416.32 co-pay. End of Status Update
09/07/2018	- Outbound Customer Contact - CM reached out to customer to advisee him that she did receive his VM and at this time she is going to go ahead and reach out to the dealer to advise them that he did accept the offer and get the repair process started on his vehicle.
09/12/2018	- OUTBOUND DEALER CONTACT - CM reach out to dealer and spoke with SA Mickey and she advised him that she will be inserting DM notes and assisting customer with $450 towards this repair[redacted] - FCA CAC is approving $450 toward customers repair and customer is to pay a $416.32 copay.
09/17/2018	Called SA Mickey at 623-537-5000. SA advised that parts (head rest) have been ordered. Customer has appointment on 9/19. Headrest and door lock to be repaired. ETA: 9/20. We thanked and concluded the call.
09/20/2018	- Outbound Dealer Contact - Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 4060552.
09/20/2018	- Inbound Dealer Contact - SM Seth reached out and advised that the customers vehicle had been repaired and returned back to them.
09/24/2018	- Outbound Dealer Contact - CM reached out to customer and was advised that they received the vehicle back from the dealer, but the door that was repaired does not open unless you use the bottom inside of the vehicle or on the key fob. Customer is going to call and advised the dealership of the and take the vehicle back in for a diagnosis.
09/25/2018	- Outbound Customer Contact - Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060552.
09/27/2018	- Outbound Customer Contact - Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060552.
10/01/2018	- Outbound Customer Contact - Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060552.
10/01/2018	ATTEMPT 3/3.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/16/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/16/2018	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	RENTZ		GA		
Dealer	60063	DUBLIN AUTO SUPERSTORE INC		**Dealer Phone**	4782752749
Dealer Address	2054 HWY 441 S.				
	DUBLIN		GA	31021	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	H
Subject	Switch Concern				
Synopsis	Customer to schedule their own appointment.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/16/2018 07:55 PM	Open
10/16/2018 08:21 PM	Closed

Initial Description

Issues with the switch for the doors and rear hatch not working correctly.

Case Comments

Date	Comment
10/16/2018	Customer states they have brought their vehicle in three times for the same concern with the power doors and rear hatch. Additionally; customer had issues with the dash electronics / speedometer and AC (STAR case was open for AC but has since been repaired). Customer states that often, the buttons WILL NOT open the doors or rear hatch and they have to physically open them from the inside of the vehicle - customer feels this is a safety concern due to them not being able to open them via key FOB or from the outside of the vehicle. Customer states they have shown the service department videos from when this has happened and they recorded it but were told due to them not being able to replicate the issue, they wouldn't know what the full repair entails or even where to begin. Agent advised customer that the issue NEEDS to be present when bringing it to the dealer for this concern. Agent contacted the dealer and spoke with Jamie (SA) in the service department. Jamie stated "they would be willing to hold onto the vehicle for a day to look at it and see if they can duplicate the concern AND put them in a loaner, just have the customer call and schedule an appointment." Agent advised customer to get in contact with the dealer and they would be able to further assist them.

New Customer Assistance Inquiry Record (CAIR)#

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	

Open Date	01/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/14/2019	**Origin**	Brand Site	**Reason**	sm
Mileage	18,774 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**t Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Pasadena	**Caller Country**		**Caller Postal Code**	[redacted]

Customer	[redacted]				
Customer Address					
	PASADENA		TX	[redacted]	
Dealer	27056	Bayway Chrysler Dodge Jeep Ram		**Dealer Phone**	7134334000
Dealer Address	4000 Pasadena Freeway				
	Pasadena		TX	77503 1142	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	H

Subject	Door Latch Warranty
Synopsis	Duplicate case
Customer Anomaly	Moving Parts
	Door

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
01/10/2019 04:08 PM	New
01/12/2019 08:06 AM	Open
01/14/2019 02:36 AM	Closed

Initial Description

[redacted] brought there vehicle in for extra noise after door closure, we noticed a broken sliding door latch, we would like to be refunded for the part and labor if possible considering the vehicle was under factory warranty. The part was $417.75 from Bayway Dodge

Email(s)

Date	01/12/2019	**Subject**	Cas[redacted]f]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/12/2019 10:34 AM

Hello [redacted]
Thank you for contacting Dodge Customer Care.
We are disappointed to learn of your concern with the sliding door latch regarding your Dodge Grand Caravan.

We would be more than happy to look into your reimbursement request; however, in order for the file to be reviewed we would need the vehicle owner to reach out to us directly.

If the owner of the vehicle reaches out to us, please have them reference case numbe[redacted]
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 423-6343.
Thank you again for your email Kim, Have a great day!
Best wishes,
Cara
Dodge Customer Care
r[redacted]ef

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/13/2019	**Origin**	Telephone	**Reason**	
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	Island Lake		IL	[redacted]	USA
Dealer	45016	ANTIOCH CHRYSLER DODGE JEEP		**Dealer Phone**	8473950200
Dealer Address	105 ROUTE 173				
	ANTIOCH		IL	60002	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	A
Subject	HVAC/DVD/DOOR Concern				
Synopsis	.				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/25/2019 04:00 PM	Open
09/13/2019 08:54 PM	Closed

Initial Description

Has caught dealer lying and they refuse to fix the vehicle, also customer made a complaint with the FTC and potentially. state attorney.
Has a vehicle with low mileage and had numerous HVAC issues and the vehicle's door would spontaneously open at anytime during day and when it opens like this the vehicle's door couldn't close, now it closes and won't open. Now the customer's vehicle is no longer working due to previous concerns they will not assist. They diagnosed the vehicle and no error codes populated and they told the customer that the AC wears overtime. They wanted to put dye in the vehicle and have her drive around for a while. Then she was told the diagnosis machine was broken the entire time, no diagnosis was ever performed. Was told door sticks because the customer doesn't drive the vehicle enough. Was told to return rental and come back next week sometime and they'll figure it out. Also the DVD player is broken.Also in the back where kids sit, the air vents back there no longer blow air.
SafeGaurd is the customer's extended warranty provider.

Case Comments

Date	Comment
07/25/2019	*She was told to go to a different dealership regarding her issues.* Customer wants the vehicle bought back or she'd like to have the issue resolved, but only at the dealership where she purchased the vehicle.
07/29/2019	Customer called back stated, previous agent was supposed to escalate her case for technical support, still have not heard from a cm Customer is in need of technical support, states dlr is not repairing her vehicle correctly Agent contact dlr, no answer place on hold for a long time Best contact [redacted] call husband if she does not pick up at [redacted] Agent advised will escalate to case manager, for further review Follow up will occur within 1 business day
07/30/2019	*****Outbound customer contact***** [redacted] CM left first voicemail asking customer to contact back with an appointment date. CM advised she will be out of office until 08/07
07/30/2019	*****Outbound dealership contact***** CM contacted Antioch Chrysler-45016 and spoke to SA Michael Machine in the shop is now fixed to address the HVAC concerns SA advised there were low voltage codes for both the sliding door and DVD system which is due to the vehicle not being driven often (looses voltage charge to maintain functions such as these).
07/30/2019	Sent chat to CM to call customer Jason 815 307 0432
07/30/2019	Cx calling to speak with Cm unfortunately at this time cm unavailable I let cx know and made him aware that I sent the cm an email to get back to him when available.
07/31/2019	CST called and said CM called him yesterday and said she is going on vacation. CM request another CM. Vehicle at the dlr, CST cannot wait for a week for CM, need assistant now.
07/31/2019	Leak is not able to be found on the vehicle and they are charging the customer for the repairs and rental which would of been covered by the warranty. Customer is wanting to have FCA Customer Care review the situation and hold the dealership responsible for the situation.
08/01/2019	****OUTBOUND DEALER CONTACT ***ANTIOCH CHRYSLER *** (847) 395-0200 CM called the dealership but was placed on hold for a while. CM will have to follow up tomorrow
08/06/2019	In-Service Date: 9/9/2015 Original Owner: Yes Mileage: 38,000 Vehicle purchase loyalty: 1 new, 1 used Multiple Repairs/ Previous related repairs: Yes MVP plans: No Other: RECALLS: All completed *****Repair History***** RO [redacted] D DETAILS: Player, CD / DVD - Test and Replace (0 - Low Skilled) CHANGER, COMPACT DISC AUTO - Test and replace (B) WASH Loaner Car Loaner Car (0 - Low Skilled) RENTAL LOANER CAR- (C) SUBLET REPAIRS **********

Date	Comment
08/06/2019	*****OUTBOUND DEALER CONTACT ***** ANTIOCH CHRYSLER | 45016 | 847-395-0200 - Agent spoke with SA Anne who advised that they recharged the AC system and currently have the latch assembly for the sliding door on order. This repair will be covered under warranty. SD Roy has been in contact with the customer and the AC is still working accordingly and nothing has been mentioned of the DVD player.
08/06/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2015 Dodge Grand Caravan - Agent left a VM requesting customer to reach out when they have the opportunity and provided the CM contact and reference number.
08/09/2019	Vehicle has arrived at dealership Antioch Chrysler Dodge Jeep and attended by dealer employee Joanne Stickels
08/15/2019	*****OUTBOUND DEALER CONTACT ***** ANTIOCH CHRYSLER | 45016 | 847-395-0200 Specialist spoke with the SD Roy in regards to an update on the diagnosis and repair of the customer's vehicle. SD Roy stated that the vehicle will have to come back for another appointment as the tech had left the regulator off and the window is not going down or up. Customer is to be scheduling an appointment to have this completed.
08/15/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Specialist left VM for the customer to call CM with the date and time he will be taking the vehicle back to the dealership for the repair. Specialist advised to call CM by Monday Aug 19 with the date or the case would be temporarily closed until customer can return to the dealership.
08/20/2019	*****Outbound dealership contact***** CM contacted Antioch Chrysler-45016 and spoke to SM Joanne. aftermarket service contract doesnt cover recharging the A/C system only repairs. Door concern was addressed. Husband advised the window was affected when the door was repaired. The vehicle has not been back yet. A/C is still running fine and not leaking.
08/28/2019	*****Outbound customer contact***** [redacted] CM left a detailed message about further assistance.
08/29/2019	Customer calling in to speak with CM. Customer requesting callback from CM as soon as possible for status update on case.
08/31/2019	Vehicle has arrived at dealership Antioch Chrysler Dodge Jeep and attended by dealer employee Joanne Stickels
09/05/2019	*****Outbound dealership contact***** Antioch Chrysler Dodge Jeep / 8473950200 / 2015 DODGE GRAND CARAVAN CM called DLR in regards to repairs on vehicle / CM spoke with SA Roy who advised that the customer picked up his vehicle on 8/31/19 as it's fixed
09/05/2019	*****Outbound customer contact***** [redacted] CM called customer to see how vehicle is as they picked it up on 08/31/19 / CM left VM to call back

Email(s)

Date	07/30/2019	**Subject**	Case [redacted] :ref]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/30/2019 13:39 PM

Regarding Case Number [redacted]
Hello,
This is Christen from Chrysler Case Management
I will be out of the office until August 7th.
Anyone here with case management would be happy to assist in my absence at 1-844-827-2003, or respond to this e-mail.
Thank you,
Christen | Chrysler Case Specialist
re [redacted]

Date	07/30/2019	**Subject**	Re: Case [redacted]]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	07/30/2019 16:35 PM

Please call my husband. Our car is sitting at Dodge in Antioch right now! They havent called us or done anything to the car. This is WHY we are calling [redacted]
[redacted]

> On Jul 30, 2019, at 8:39 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Regarding Case Number [redacted]
> Hello,
> This is Christen from Chrysler Case Management
> I will be out of the office until August 7th.
> Anyone here with case management would be happy to assist in my absence at 1-844-827-2003, or respond to this e-mail.
> Thank you,
> Christen | Chrysler Case Specialist
>
>
> ref:[redacted]

Date	08/15/2019	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	08/15/2019 20:16 PM

Hello [redacted]

My name is Richelle, SME for Midwest and I am reaching out to you on behalf of your Case Manager Christen.

I spoke with the SD Roy at the Antioch dealership and he stated that you are to be scheduling an appointment to have the window repaired.

We would appreciate it if you could schedule the appointment by Monday, August 19 and advise your CM Christen. If we do not hear from you by this date we will be temporarily closing your case. When you have a scheduled appointment please feel free to reach back out to Christen and she will reopen your case.

Thank you and have a great day,
[redacted]

Date	08/15/2019	**Subject**	R [redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	08/15/2019 20:22 PM

Wow it took you long enough to respond. So much more has happened since then and we were charged for an A/C leak they admit to being there but they couldnt find. They didnt believe us the door wasnt opening until my husband went to pick up the car (after holding it hostage and made us pay for it which was money we really didnt have at the time) and he showed the GM that the door didnt work. They had to reschedule another repair. We brought it in for repair and they broke the window! You guys took weeks to reply to us about this situation, now youre giving me a time limit to take my car in? I am [redacted] and my husband works. Antioch Dodge should be bending over backwards for us and refund us the money they took from us for time lost at my husbands employment to accommodate their lack of professionalism and ability to fix and diagnose a car without breaking a new component.

Let me know how you are going to fix this despicable situation and get my car fixed 100% and refund us our money ASAP.

[redacted]

> On Aug 15, 2019, at 3:16 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hello [redacted]
>
> My name is Richelle, SME for Midwest and I am reaching out to you on behalf of your Case Manager Christen.
>
> I spoke with the SD Roy at the Antioch dealership and he stated that you are to be scheduling an appointment to have the window repaired.
>
> We would appreciate it if you could schedule the appointment by Monday, August 19 and advise your CM Christen. If we do not hear from you by this date we will be temporarily closing your case. When you have a scheduled appointment please feel free to reach back out to Christen and she will reopen your case.
>
> Thank you and have a great day.
>
>
>
> r[redacted]

Date	08/15/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/15/2019 20:50 PM

Regarding Case Number[redacted]
Hello,
This is Christen from Chrysler Case Management
Thank you for the update. I will contact the dealership and be in contact with you.

Thank you,
Ch[redacted]
ref[redacted]

Date	08/16/2019	***Subject***	Re[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	08/16/2019 18:12 PM

I need to know the time frame on how long it will take you to get us compensated? It took you weeks to reply and no one helped us when this could have all been avoided if someone from Dodge helped us.

[redacted]

> On Aug 15, 2019, at 3:50 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
>
>
>
> Regarding Case Number[redacted]
> Hello,
> This is Christen from Chrysler Case Management
> Thank you for the update. I will contact the dealership and be in contact with you.
>
> Thank you,
> Christen | Chrysler Case Specialist
>
> ref:_00[redacted]

Date	08/20/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***ent Date/Time***	08/20/2019 23:20 PM

Regarding Case Numb[redacted]
Hello,
This is Christen from Chrysler Case Management
Please send me the bill for your out of pocket expenses. I will review and see what I can do. Take a picture of the work order and your receipt and attach it to this email by reply using the attachment button.

Thank you,
Christen | Chrysler Case Specialist
ref[redacted]

Date	08/23/2019	***Subject***	[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	08/23/2019 19:55 PM

We dont have the information anymore and we asked Antioch Dodge to provide us with the information to forward to you. We have been waiting.

[redacted]

> On Aug 20, 2019, at 6:20 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
>
>
>
> Regarding Case Number [redacted]
> Hello,
> This is Christen from Chrysler Case Management
> Please send me the bill for your out of pocket expenses. I will review and see what I can do. Take a picture of the work order and your receipt and attach it to this email by reply using the attachment button.
>
> Thank you,
> Christen | Chrysler Case Specialist
>
> ref: [redacted]

Date	08/27/2019	***Subject***	[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	08/27/2019 15:40 PM

We havent heard from you. So I am reaching out again.

[redacted]

> On Aug 20, 2019, at 6:20 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
>
>
>
> Regarding Case Number [redacted]
> Hello,
> This is Christen from Chrysler Case Management
> Please send me the bill for your out of pocket expenses. I will review and see what I can do. Take a picture of the work order and your receipt and attach it to this email by reply using the attachment button.
>
> Thank you,
> Christen | Chrysler Case Specialist
>
> re [redacted]

Date	08/28/2019	***Subject***	Re [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	08/28/2019 23:43 PM

What Joanne says really doesnt mean much. They admitted there is a leak, they just couldnt find the leak. Now they offered to come
Pick up the car and service it, then bring it back home but they never get to it.

[redacted]

> On Aug 20, 2019, at 6:20 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
>
>
>
> Regarding Case Numbe [redacted]
> Hello,
> This is Christen from Chrysler Case Management
> Please send me the bill for your out of pocket expenses. I will review and see what I can do. Take a picture of the work order and your receipt and attach it to this email by reply using the attachment button.
>
> Thank you,
> Christen | Chrysler Case Specialist
>
> ref: [redacted]

Date	09/09/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/09/2019 21:12 PM

Regarding Case Number [redacted]
Hello,
This is Christen from Chrysler Case Management
Checking in on the recent trip to the dealership. Were further repairs done? Did you have out of pocket expenses?
I can be reached at 1-844-827-2003, ext. 3020152 or respond to this e-mail.
Thank you,
Christen | Chrysler Case Specialist
ref:_[redacted]

Date	09/09/2019	**Subject**	Re [redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	09/09/2019 21:45 PM

Yes repairs were done and he had to leave work to bring it to the dealership.

[redacted]

> On Sep 9, 2019, at 4:12 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
>
>
> Regarding Case Number [redacted]
> Hello,
> This is Christen from Chrysler Case Management
> Checking in on the recent trip to the dealership. Were further repairs done? Did you have out of pocket expenses?
> I can be reached at 1-844-827-2003, ext. 3020152 or respond to this e-mail.
> Thank you,
> Christen | Chrysler Case Specialist
>
> ref:[redacted]

Date	09/13/2019	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/13/2019 20:53 PM

Hello

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

Your Case Number i[redacted]

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

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

Christen | Dodge Case Specialist
ref:[redacted]

Date	09/13/2019	**Subject**	Re: [redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	09/13/2019 21:46 PM

So we aren't going to get our money back?

[redacted]

> On Sep 13, 2019, at 3:53 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hello
>
> I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.
>
> Your Case Number i[redacted]
>
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
>
> It has been a pleasure working with you, all the best
>
> Christen | Dodge Case Specialist
>
> ref:[redacted]

Date	09/13/2019	**Subject**	Regarding your Case [redacted] propos de votre dossier [redacted] Referente a su caso [redacted]		

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	09/13/2019 21:46 PM

Dear [redacted],
Thank you for contacting FCA Customer Care.
Our records indicate that case numb[redacted]s closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

Madame, Monsieur [redacted]
Nous vous remercions davoir comm[redacted]le service à la clientèle de FCA.
Selon nos renseignements, le dossi[redacted]a été clos.
Si vous avez besoin daide supplémentaire, nhésitez pas à nous contacter. Nous nous ferons un plaisir de vous assister.
Nous vous remercions et vous souhaitons une excellente journée.
Le Service à la Clientèle de FCA

Estimado cliente,
Le agradecemos que haya contactado a FCA.
Nuestros registros indican que el número de caso [redacted]se encuentra concluido.
Si requiere de asistencia adicional, por favor comuníquese con nosotros por teléfono y con mucho gusto lo atendemos.
Muchas gracias y que tenga un excelente día.
Centro de Atención de FCA

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

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/23/2019	**Origin**	Letter	**Reason**	assistance
Mileage	45,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City	Glendale	**Caller Country**	USA	**Caller Postal Cod**	[redacted]
Customer	[redacted]				
Customer Address					
	GLENDALE		AZ	[redacted]	USA
Dealer	67858	MOORE CHRYSLER-JEEP INC		**Dealer Phone**	6239726004
Dealer Address	8600 W BELL RD				
	PEORIA		AZ	85382 3708	USA
Dealer Zone	West	**Sales District**		**Service District**	M
Subject	Vehicle issues				
Synopsis	closed				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
08/06/2019 01:01 PM	New
08/09/2019 02:29 PM	Open
08/21/2019 12:19 PM	Closed
08/21/2019 01:35 PM	Open
10/23/2019 07:01 PM	Closed

Initial Description

Customer has sent attachment but due to some error it was not uploaded to content manager.
Customer has sent attachment but due to some error it was not uploaded to content manager.
I have had my Town & Country for a little over 4 years. This past year or so I have had a lot of issues with it. I wanted to know if there is anything Chrysler is willing to help with. I have had water in my engine (have not had it detailed, power washed, or gone through any flooded areas), my A/C replaced, my front windows fall 3 times, now the passenger sliding door does not lock or unlock with the key and honestly I'm not sure my van has been open for anyone to get I. It, and my driver side mirror does not move from the inside controls. All of this ontop of my regular maintenance like tu e ups, oil changes, new battery, new tires, etc. This all has happened since my warranty rean out a little over a year ago. I talked to a local dealership when the engine was flooded and even though my warranty was only expired by a month they would not help me and now with the other issues I am getting the same answers. I know the door and the windows are know problems with this model and wanted to see if Chrysler would do anything to help fix the problem. If you are not willing to help I may be forced to find out how much I can get in trade and get a non Chrysler, Dodge or Jeep vehicle. I love my van though and don't really want to get rid of it, but I can't really see having to keep sinking money into it to get everything fixed so often either. Please contact me and let me know if there is anything Chrysler can help me with.

Case Comments

Date	Comment
08/24/2019	Preferred phone numbe[redacted]Earliest call time: anytime Latest call time: anytime Updates via email: Y [redacted]Vehicle location: [Customer/Dealer/IRF] Date and Time of Appointment: [6/6/2019]. Confirmed appointment with: repairs were completed 2019-2019 Customer in rental: N Authorized by: Rental start date: [Date]
08/24/2019	LS 478, March should have been under warranty for sure. can we goodwill anything for the rest. told CST I would send up for possible reimbursement, but also warranty coverage.
08/24/2019	CST had to have spark plugs, coil packs and alternator replaced in March 2018, her dealer told her the warranty expired already, when in reality was effective until May 2018, so her Repair on Mar 8 2012 for $559.29 should not have been an out of pocket expense it would have fallen under basic warranty, IRF Joe hanhs did repair and verified it should have been warranted. Agent asking for goodwill consideration: CST has a LS 478 is Original Owner, and was misinformed on warranty information, Vehicle has 45,500miles on it. So for an inconvenience of that I would like to reimburse the one that should have been under warranty and I would like to reimburse 50-100% of others as she has been loyal and patient with us. She falls withing the 2-24000 of GW Other repairs. October 17, 2018- Drivers side window regulator- $209.50 May 10, 2019- A/C compressor, Condenser, Valve. Flush $815.85 June 2019- Passenger window regulator $209.50 Total of all 4 repairs warranty/GW= 1794.19 warranty=559.29 GW consideration =1234.85 CST has vehicle at home in running condition now. name[redacted]Can be reached anytime-[redacted]Email preferred[redacted]No rental car used Can we provide reimbursement of all or any?
08/24/2019	invoices are attached as PDF Aug 24th 2019
08/29/2019	Customer is seeking for several repairs on on his vehicle. Case can be considered under Goodwill. However, customer only provided handwritten Work Orders/Invoices but no proof of payment, only "paid in full", handwritten as well, was stated per document. Notes: Please contact IRF and confirm payment of all these transactions/repairs done. HAHN'S AUTOMOTIVE REPAIR (602) 592-6958 Conclusion: Reassign case to DV-Follow Up Queue to contact IRF and confirm payment of the repairs done.
10/23/2019	Tried contacting the customer, left a voicemail.
10/23/2019	The customer does not qualify for the reimbursement because the repairs wouldve been covered under warranty, it shouldve the customers responsibility to know about their warranty. The case is denied.

Email(s)

Date	08/06/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	08/06/2019 13:01 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	08/09/2019	**Subject**	Help [redacted]]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**nt Date/Time**	08/09/2019 14:26 PM

Hel[redacted]

Thank you for contacting Chrysler Customer Care.

Thank you for the opportunity to assist you, il would certainly be happy to see what I can do for you.

I understand how frustrating this must be with multiple issues, as I would be frustrated in this situation myself.

I just need a few pieces of information from you, If you could supply them and I can try and see what I can do from my end.

If you could provide me with Possible dates, that the issues started in detail, as well as the contact information to the dealer you have taken the vehicle to after the water issue started, and any other dealers that have provided you with diagnoses on the vehicle.

This will help me to get a better understanding of the vehicle and its component issues.

If you can respond to this email or call us at Chrysler Customer Care at 800-726-4636 and reference case number 59511059, and any agent would be happy to assist in updating this information.

Best Wishes,
Christine
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/6/2019 1:01 PM
To[redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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Date	08/11/2019	**Subject**	Re: Help [ref [redacted] ef]

From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	08/11/2019 21:15 PM

Hello Christine,

The issues all started about a year an a half ago. I called Moore Chrysler where I had taken my van before in March 2018 to find out when my warranty was up since I could remember the date it was up and was told it have expired already. Come to find out it was actually still good until May 2018 and I probably could have had it fixed for free instead of spending about $500. For a couple of months before that, my van would shake a little when idling and it went from barely noticeable to shaking a lot pretty quickly as well as the engine got louder. Since I was told the warranty was expired, I took it to my own mechanic Joe Hahn, from Hahn's Automotive (602)592-6958. He took a look and he found a lot of water in my engine and it had caused spark plugs to stop firing or not fire correctly. I am not car savvy, so I apologize if I am not describing this well. He also had told me that the spark plugs looked like they came from a engine that had over 100K miles on it when I only had barley 30K. He asked if I have my van pressure washed, detailed or if I drove through a flooded area. The answer was no to all of them. I did go through a drive thru car wash once or twice, which shouldn't put water in the engine, other than that nothing. So the engine was fixed March of 2018 and it seems like the same thing is starting again. It is starting to idle rougher but it isn't noticeable to my husband who isn't in my van often,

The first window , the passenger side front window, fell October 2018. It was the regulator that broke. I just had this same window fixed again on Wednesday (08/07/19), luckily for free since it had been less than a year and was under warranty still. The driver side front window fell a couple of months ago in June 2019. Luckily, my glass didn't break or shatter when they fell any of those times.

My A/C started acting up once I started needing to use it this year in about April/May. (I live in Glendale, AZ and it gets hot early). It made a clicking type noise and would only get cold when I was moving about 30-40+ MPH. Whenever I would go slowly like in traffic or be stop at a light the air would get warm to hot very fast until I started going again. I dont remember what Joe said he needed to replace, I think a compressor and a few other parts, but the pressure was getting really high before he fixed it and could cause some major issues.

My driver side mirror just recently stopped being able to be moved by the inside power adjustment button. I have not gotten it fixed yet since I am able to manually adjust it for the time being.

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I bought my van brand new on May 1, 2015 from Jones Ford in Wickenburg, AZ.

Please let me know if you need anymore information.
Thanks so much.
[redacted]

On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 8/6/2019 1:01 PM
> To: [redacted]
> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
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> To view the Chrysler Privacy Policy, visit
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> [redacted]
> [redacted]

Date	08/13/2019	***Subject***	Re: Help [re[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***e/Time***	08/13/2019 12:24 PM

Hello [redacted]

Thank you for the information.

I can certainly understand the frustration you are having. I will make a call to Joe Hahns, and see what information I can gather from him as for what was wrong and dates and mileage, and see if it falls within a warranty category and time and see about a possible reimbursement.

As for the Window issue and A/C those dates do put those out of warranty, I do understand the inconvenience though.

Please leave this with me for 1-2 days and I will see what I can figure out and how we can proceed further.

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From: [redacted]]
Sent: 8/11/2019 9:15 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Help [ref[redacted]ref]

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Date	08/14/2019	***Subject***	Re: Help [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/14/2019 18:29 PM

Hello [redacted]

I have spoken with Joe from Hahn's, He has informed me of the following repairs,

Mar 2018
Spark Plugs
Coil Packs
Alternator

Oct 2018
Passenger window regulator

May 2019
AC compressor
Condenser
Valve
Flush

July 2019
Driver window regulator

I have looked and in fact your Basic Warranty would have expired in May 2018, making that first repair warrantable.

I would like you to send me the Repair Order and Proof of Payment for all these repairs you have paid for out of pocket since Mar 2018.

Once I receive these I will send this to case management to review for a possible reimbursement request.

I would also like to provide you with the updated warranty information for the warranty you have left.

Power Train Warranty- expires May 2020 or at 100,000miles- so (months left or 54,500 Miles whichever comes first.

Corrosion Warranty- May 2020 so 9 months left

Major emissions comp Warranty- May 2023, or 80,000miles- so either 44 months, or 34,500 miles whichever comes first.

Thank you for your continued loyalty, I look forward to hearing from you.

Please respond Via Email or contact us at Chrysler Customer Care at 800-247-9753 and reference case @ 59511059 and any agent can assist you.

Best Wishes,
Christine
Chrysler Customer care

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 8/13/2019 12:24 PM
To: [redacted]
Subject: Re: Help [ref:_[redacted]]

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[redacted]

Date	08/14/2019	***Subject***	Re: Help [ref:[redacted]		
From [redacted]		***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/14/2019 22:05 PM

Ok, give me a few days to track down all my receipts.

On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> *Hello [redacted] I have spoken with Joe from Hahn's, He has informed me of the
> following repairs, Mar 2018 Spark Plugs Coil Packs Alternator Oct 2018
> Passenger window regulator May 2019 AC compressor Condenser Valve Flush
> July 2019 Driver window regulator I have looked and in fact your Basic
> Warranty would have expired in May 2018, making that first repair
> warrantable. I would like you to send me the Repair Order and Proof of
> Payment for all these repairs you have paid for out of pocket since Mar
> 2018. Once I receive these I will send this to case management to review
> for a possible reimbursement request. I would also like to provide you with
> the updated warranty information for the warranty you have left.*
>
> *Power Train Warranty*- expires May 2020 or at 100,000miles- so (months
> left or 54,500 Miles whichever comes first.
>
> *Corrosion Warranty*- May 2020 so 9 months left
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> months, or 34,500 miles whichever comes first.
>
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> *Thank you for your continued loyalty, I look forward to hearing from you.
> Please respond Via Email or contact us at Chrysler Customer Care at
> 800-247-9753 and reference case @ 59511059 and any agent can assist you.*
>
>
>
> *Best Wishes, Christine Chrysler Customer care*
>
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 8/13/2019 12:24 PM
> To: [redacted]
> Subject: Re: Help [ref[redacted]f]
>
> Hello [redacted]
>
> Thank you for the information.
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> I can certainly understand the frustration you are having. I will make a
> call to Joe Hahns, and see what information I can gather from him as for
> what was wrong and dates and mileage, and see if it falls within a warranty
> category and time and see about a possible reimbursement.
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> As for the Window issue and A/C those dates do put those out of warranty,
> I do understand the inconvenience though.
>
> Please leave this with me for 1-2 days and I will see what I can figure
> out and how we can proceed further.
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> Thank you,
> Christine
> Chrysler Customer Care
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> ---------- Original Message ----------
> From: [redacted]]
> Sent: 8/11/2019 9:15 PM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Help [ref[redacted]6:ref]
>
> Hello Christine,
>
> The issues all started about a year an a half ago. I called Moore Chrysler
> where I had taken my van before in March 2018 to find out when my warranty
> was up since I could remember the date it was up and was told it have
> expired already. Come to find out it was actually still good until May 2018
> and I probably could have had it fixed for free instead of spending about
> $500. For a couple of months before that, my van would shake a little when
> idling and it went from barely noticeable to shaking a lot pretty quickly
> as well as the engine got louder. Since I was told the warranty was
> expired, I took it to my own mechanic Joe Hahn, from Hahn's Automotive
> (602)592-6958. He took a look and he found a lot of water in my engine and
> it had caused spark plugs to stop firing or not fire correctly. I am not
> car savvy, so I apologize if I am not describing this well. He also had
> told me that the spark plugs looked like they came from a engine that had
> over 100K miles on it when I only had barley 30K. He asked if I have my
> van pressure washed, detailed or if I drove through a flooded area. The
> answer was no to all of them. I did go through a drive thru car wash once
> or twice, which shouldn't put water in the engine, other than that nothing.
> So the engine was fixed March of 2018 and it seems like the same thing is
> starting again. It is starting to idle rougher but it isn't noticeable to
> my husband who isn't in my van often,
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> The first window , the passenger side front window, fell October 2018. It
> was the regulator that broke. I just had this same window fixed again on
> Wednesday (08/07/19), luckily for free since it had been less than a year
> and was under warranty still. The driver side front window fell a couple
> of months ago in June 2019. Luckily, my glass didn't break or shatter when
> they fell any of those times.
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> My A/C started acting up once I started needing to use it this year in
> about April/May. (I live in Glendale, AZ and it gets hot early). It made a
> clicking type noise and would only get cold when I was moving about 30-40+
> MPH. Whenever I would go slowly like in traffic or be stop at a light the
> air would get warm to hot very fast until I started going again. I dont
> remember what Joe said he needed to replace, I think a compressor and a few
> other parts, but the pressure was getting really high before he fixed it
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> not know when this started because I just realized that it was unlocked
> even though the rest of the van was locked a couple of weeks ago. I have a
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> to. I have not had this fixed yet and I am just keeping it locked all the
> time and need to unlock it from the inside each time my kids need to get in
> on that side. I have a car seat on the opposite side so my older boys need
> to get in and out of the broken side most days. Its really inconvenient.
>
> I bought my van brand new on May 1, 2015 from Jones Ford in Wickenburg, AZ.
>
> Please let me know if you need anymore information.
> Thanks so much.
> [redacted]
>
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> On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
>
> > Hell[redacted]
> > >
> > > Thank you for contacting Chrysler Customer Care.
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> > > Thank you for the opportunity to assist you, il would certainly be happy
> > > to see what I can do for you.
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> > > I understand how frustrating this must be with multiple issues, as I

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> > be frustrated in this situation myself.
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> > I just need a few pieces of information from you, If you could supply
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> > and I can try and see what I can do from my end.
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> > If you could provide me with Possible dates, that the issues started in
> > detail, as well as the contact information to the dealer you have taken
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> > vehicle to after the water issue started, and any other dealers that have
> > provided you with diagnoses on the vehicle.
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> > This will help me to get a better understanding of the vehicle and its
> > component issues.
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> > If you can respond to this email or call us at Chrysler Customer Care at
> > 800-726-4636 and reference case number [redacted] and any agent would be
> > happy to assist in updating this information.
> >
> > Best Wishes,
> > Christine
> > Chrysler Customer Care
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 8/6/2019 1:01 PM
> > To: [redacted]
> > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
> >
> > Your inquiry has been received by the Chrysler Customer Care. We
> > appreciate your contact with us and look forward to getting back with you
> > as soon as possible.
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> > Book or Contact List. Please also monitor your Junk Mail or Spam Folder
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> > Chrysler Brand: 800-247-9753
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> > For any future communication related to this email, please refer to
> > reference numbe[redacted]
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> > Sincerely,
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> > The Chrysler Brand
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> >
> > To view the Chrysler Privacy Policy, visit
> >
> [redacted]
>

Date	08/19/2019	***Subject***	Re: [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/19/2019 12:47 PM

Hello [redacted]

I am just looking for an update to add to your case.

Have you found your receipts, so we can proceed with this case?

Thank You,
Christine
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 8/14/2019 10:05 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Help [redacted]]

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> To: [redacted]

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[redacted]

Date	08/20/2019	Subject	Re: Help [redacted]

From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/20/2019 12:28 PM

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From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 8/19/2019 12:47 PM
To: greenjamie22@gmail.com
Subject: Re: Help [ref:_[redacted]f]

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> >
> > To view the Chrysler Privacy Policy, visit
> > [redacted]
>

Date	08/21/2019	***Subject***	[redacted]	[ref]	
From	chryslercustomercare@fcagroup.com	***To***		***Sent Date/Time***	08/21/2019 12:19 PM

Hello [redacted],

I would like to express my concern for your situation.

I have attempted to contact you several time since Aug 15th with no success.

I will now close this case, If you want to pursue this in the future please email message Chrysler Customer Care or Reach us by phone at 800-247-9753.

Best wishes,
Christine
Chrysler Customer Care

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 8/20/2019 12:28 PM
To: [redacted]
Subject: Re: Help [ref:_[redacted]

Hello [redacted]

I am just looking for an update to add to your case.

Have you found your receipts, so we can proceed with this case?

Thank You,
Christine
Chrysler Customer Care

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 8/19/2019 12:47 PM
To: [redacted]
Subject: Re: Help [ref[redacted]f]

Hello [redacted]

I am just looking for an update to add to your case.

Have you found your receipts, so we can proceed with this case?

Thank You,
Christine
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 8/14/2019 10:05 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Help [ref[redacted]:ref]

Ok, give me a few days to track down all my receipts.

On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

>
>
>

>
> *Hello [redacted] I have spoken with Joe from Hahn's, He has informed me of the
> following repairs, Mar 2018 Spark Plugs Coil Packs Alternator Oct 2018
> Passenger window regulator May 2019 AC compressor Condenser Valve Flush
> July 2019 Driver window regulator I have looked and in fact your Basic
> Warranty would have expired in May 2018, making that first repair
> warrantable. I would like you to send me the Repair Order and Proof of
> Payment for all these repairs you have paid for out of pocket since Mar
> 2018. Once I receive these I will send this to case management to review
> for a possible reimbursement request. I would also like to provide you with
> the updated warranty information for the warranty you have left.*
>
> *Power Train Warranty*- expires May 2020 or at 100,000miles- so (months
> left or 54,500 Miles whichever comes first.
>
> *Corrosion Warranty*- May 2020 so 9 months left
>
> *Major emissions comp Warranty*- May 2023, or 80,000miles- so either 44
> months, or 34,500 miles whichever comes first.
>
>
>
> *Thank you for your continued loyalty, I look forward to hearing from you.
> Please respond Via Email or contact us at Chrysler Customer Care at
> 800-247-9753 and reference case @ 59511059 and any agent can assist you.*
>
>
>
> *Best Wishes, Christine Chrysler Customer care*
>
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 8/13/2019 12:24 PM
> To: [redacted]
> Subject: Re: Help [ref:[redacted]]
>
> Hello [redacted]
>
> Thank you for the information.
>
> I can certainly understand the frustration you are having. I will make a
> call to Joe Hahns, and see what information I can gather from him as for
> what was wrong and dates and mileage, and see if it falls within a warranty
> category and time and see about a possible reimbursement.
>
> As for the Window issue and A/C those dates do put those out of warranty,
> I do understand the inconvenience though.
>
> Please leave this with me for 1-2 days and I will see what I can figure
> out and how we can proceed further.
>
> Thank you,
> Christine
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 8/11/2019 9:15 PM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Help [ref:_[redacted]:ref]
>
> Hello Christine,
>
> The issues all started about a year an a half ago. I called Moore Chrysler
> where I had taken my van before in March 2018 to find out when my warranty
> was up since I could remember the date it was up and was told it have
> expired already. Come to find out it was actually still good until May 2018
> and I probably could have had it fixed for free instead of spending about
> $500. For a couple of months before that, my van would shake a little when
> idling and it went from barely noticeable to shaking a lot pretty quickly
> as well as the engine got louder. Since I was told the warranty was
> expired, I took it to my own mechanic Joe Hahn, from Hahn's Automotive
> (602)592-6958. He took a look and he found a lot of water in my engine and
> it had caused spark plugs to stop firing or not fire correctly. I am not
> car savvy, so I apologize if I am not describing this well. He also had
> told me that the spark plugs looked like they came from a engine that had
> over 100K miles on it when I only had barley 30K. He asked if I have my
> van pressure washed, detailed or if I drove through a flooded area. The
> answer was no to all of them. I did go through a drive thru car wash once
> or twice, which shouldn't put water in the engine, other than that nothing.
> So the engine was fixed March of 2018 and it seems like the same thing is
> starting again. It is starting to idle rougher but it isn't noticeable to
> my husband who isn't in my van often,

>
> The first window , the passenger side front window, fell October 2018. It
> was the regulator that broke. I just had this same window fixed again on
> Wednesday (08/07/19), luckily for free since it had been less than a year
> and was under warranty still. The driver side front window fell a couple
> of months ago in June 2019. Luckily, my glass didn't break or shatter when
> they fell any of those times.
>
> My A/C started acting up once I started needing to use it this year in
> about April/May. (I live in Glendale, AZ and it gets hot early). It made a
> clicking type noise and would only get cold when I was moving about 30-40+
> MPH. Whenever I would go slowly like in traffic or be stop at a light the
> air would get warm to hot very fast until I started going again. I dont
> remember what Joe said he needed to replace, I think a compressor and a few
> other parts, but the pressure was getting really high before he fixed it
> and could cause some major issues.
>
> My driver side mirror just recently stopped being able to be moved by the
> inside power adjustment button. I have not gotten it fixed yet since I am
> able to manually adjust it for the time being.
>
> The passenger side sliding door does not lock/unlock with the key fob. I do
> not know when this started because I just realized that it was unlocked
> even though the rest of the van was locked a couple of weeks ago. I have a
> feeling that it has been like this for a year or more though. My kids from
> time to time have had been able to open that door using the handle even
> though the van was locked and I just assumed that I might have accidentally
> hit the key to unlock it or something along those lines. I hadn't realized
> that it had always unlocked and able to get into until a week or so ago. I
> have been so lucky that no one has gotten into my van that wasn't supposed
> to. I have not had this fixed yet and I am just keeping it locked all the
> time and need to unlock it from the inside each time my kids need to get in
> on that side. I have a car seat on the opposite side so my older boys need
> to get in and out of the broken side most days. Its really inconvenient.
>
> I bought my van brand new on May 1, 2015 from Jones Ford in Wickenburg, AZ.
>
> Please let me know if you need anymore information.
> Thanks so much.
> [redacted]
>
>
> On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
>
> > Hell[redacted],
> >
> > Thank you for contacting Chrysler Customer Care.
> >
> > Thank you for the opportunity to assist you, il would certainly be happy
> > to see what I can do for you.
> >
> > I understand how frustrating this must be with multiple issues, as I
> would
> > be frustrated in this situation myself.
> >
> > I just need a few pieces of information from you, If you could supply
> them
> > and I can try and see what I can do from my end.
> >
> > If you could provide me with Possible dates, that the issues started in
> > detail, as well as the contact information to the dealer you have taken
> the
> > vehicle to after the water issue started, and any other dealers that have
> > provided you with diagnoses on the vehicle.
> >
> > This will help me to get a better understanding of the vehicle and its
> > component issues.
> >
> > If you can respond to this email or call us at Chrysler Customer Care at
> > 800-726-4636 and reference case number 59511059, and any agent would be
> > happy to assist in updating this information.
> >
> > Best Wishes,
> > Christine
> > Chrysler Customer Care
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 8/6/2019 1:01 PM
> > To: [redacted]
> > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
> >
> > Your inquiry has been received by the Chrysler Customer Care. We
> > appreciate your contact with us and look forward to getting back with you

> > as soon as possible.
> >
> > To ensure a prompt response, please add to your Safe Senders list,
> Address
> > Book or Contact List. Please also monitor your Junk Mail or Spam Folder
> for
> > our response.
> >
> > Should this matter be urgent, or if you desire a quicker response, please
> > contact us by phone to discuss your issue with one of our Chrysler
> Advisors.
> >
> > Chrysler Brand: 800-247-9753
> >
> > FCA Brand : 800-247-9753
> >
> >
> >
> > For any future communication related to this email, please refer to
> > reference number [redacted]
> >
> > Sincerely,
> >
> > The Chrysler Brand
> >
> >
> > To view the Chrysler Privacy Policy, visit
[redacted]
>

Date	08/21/2019	***Subject***	Regarding your Case [redacted] À propos de votre dossier [redacted] eferente a su caso [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/21/2019 13:22 PM

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

Madame, Monsieur [redacted]
Nous vous remercions davoir communiqué avec le service à la clientèle de FCA.
Selon nos renseignements, le dossier [redacted] a été clos.
Si vous avez besoin daide supplémentaire, nhésitez pas à nous contacter. Nous nous ferons un plaisir de vous assister.
Nous vous remercions et vous souhaitons une excellente journée.
Le Service à la Clientèle de FCA

Estimado cliente,
Le agradecemos que haya contactado a FCA.
Nuestros registros indican que el número de caso [redacted] se encuentra concluido.
Si requiere de asistencia adicional, por favor comuníquese con nosotros por teléfono y con mucho gusto lo atendemos.
Muchas gracias y que tenga un excelente día.
Centro de Atención de FCA

Date	08/21/2019	***Subject***	Re: case [ref [redacted] ref]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/21/2019 13:22 PM

I am still trying to gather all the receipts that you have requested. I am missing one or two and need to see if I can get them from the car shop. Please give me a couple of days to do so.
Thank you,
[redacted]

On Wed, Aug 21, 2019, 5:19 AM Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

> Hello [redacted],
>
> I would like to express my concern for your situation.
>
> I have attempted to contact you several time since Aug 15th with no
> success.
>
> I will now close this case, If you want to pursue this in the future
> please email message Chrysler Customer Care or Reach us by phone at
> 800-247-9753.
>
> Best wishes,
> Christine
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 8/20/2019 12:28 PM
> To: [redacted]
> Subject: Re: Help [ref:_[redacted]ef]
>
> Hello Jamie,
>
> I am just looking for an update to add to your case.
>
> Have you found your receipts, so we can proceed with this case?
>
> Thank You,
> Christine
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 8/19/2019 12:47 PM
> To: [redacted]
> Subject: Re: Help [ref:_[redacted]6:ref]
>
> Hello [redacted]
>
> I am just looking for an update to add to your case.
>
> Have you found your receipts, so we can proceed with this case?
>
> Thank You,
> Christine
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 8/14/2019 10:05 PM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Help [ref[redacted]6:ref]
>
> Ok, give me a few days to track down all my receipts.
>
> On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
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> > July 2019 Driver window regulator I have looked and in fact your Basic
> > Warranty would have expired in May 2018, making that first repair
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> > Payment for all these repairs you have paid for out of pocket since Mar
> > 2018. Once I receive these I will send this to case management to review
> > for a possible reimbursement request. I would also like to provide you
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> > the updated warranty information for the warranty you have left.*
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> > *Power Train Warranty*- expires May 2020 or at 100,000miles- so (months
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> > months, or 34,500 miles whichever comes first.
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> >
> >
> > *Best Wishes, Christine Chrysler Customer care*
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> > ---------- Original Message ----------
> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> > Sent: 8/13/2019 12:24 PM
> > To
> > Subject: Re: Help [ref:_ ref]
> >
> > Hello
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> > Thank you for the information.
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> > I can certainly understand the frustration you are having. I will make a
> > call to Joe Hahns, and see what information I can gather from him as for
> > what was wrong and dates and mileage, and see if it falls within a
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> > category and time and see about a possible reimbursement.
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> > I do understand the inconvenience though.
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> > Please leave this with me for 1-2 days and I will see what I can figure
> > out and how we can proceed further.
> >
> > Thank you,
> > Christine
> > Chrysler Customer Care
> >
> >
> > ---------- Original Message ----------
> > From
> > Sent: 8/11/2019 9:15 PM
> > To: chryslercustomercare@fcagroup.com
> > Subject: Re: Help [ref]
> >
> > Hello Christine,
> >
> > The issues all started about a year an a half ago. I called Moore
> Chrysler
> > where I had taken my van before in March 2018 to find out when my

> warranty
> > was up since I could remember the date it was up and was told it have
> > expired already. Come to find out it was actually still good until May
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> > $500. For a couple of months before that, my van would shake a little
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> > as well as the engine got louder. Since I was told the warranty was
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> > told me that the spark plugs looked like they came from a engine that had
> > over 100K miles on it when I only had barley 30K. He asked if I have my
> > van pressure washed, detailed or if I drove through a flooded area. The
> > answer was no to all of them. I did go through a drive thru car wash once
> > or twice, which shouldn't put water in the engine, other than that
> nothing.
> > So the engine was fixed March of 2018 and it seems like the same thing is
> > starting again. It is starting to idle rougher but it isn't noticeable to
> > my husband who isn't in my van often,
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> > The first window , the passenger side front window, fell October 2018. It
> > was the regulator that broke. I just had this same window fixed again on
> > Wednesday (08/07/19), luckily for free since it had been less than a year
> > and was under warranty still. The driver side front window fell a couple
> > of months ago in June 2019. Luckily, my glass didn't break or shatter
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> > they fell any of those times.
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> > My A/C started acting up once I started needing to use it this year in
> > about April/May. (I live in Glendale, AZ and it gets hot early). It made
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> > clicking type noise and would only get cold when I was moving about
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> > MPH. Whenever I would go slowly like in traffic or be stop at a light the
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> > My driver side mirror just recently stopped being able to be moved by the
> > inside power adjustment button. I have not gotten it fixed yet since I am
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> > The passenger side sliding door does not lock/unlock with the key fob. I
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> > hit the key to unlock it or something along those lines. I hadn't
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> > that it had always unlocked and able to get into until a week or so ago.
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> > have been so lucky that no one has gotten into my van that wasn't
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> > time and need to unlock it from the inside each time my kids need to get
> in
> > on that side. I have a car seat on the opposite side so my older boys
> need
> > to get in and out of the broken side most days. Its really inconvenient.
> >
> > I bought my van brand new on May 1, 2015 from Jones Ford in Wickenburg,
> AZ.
> >
> > Please let me know if you need anymore information.
> > Thanks so much.
> > [redacted]
> >
> >
> > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
> > chryslercustomercare@fcagroup.com> wrote:
> >
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> > > Thank you for contacting Chrysler Customer Care.
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> > > Thank you for the opportunity to assist you, il would certainly be
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> > > 800-726-4636 and reference case number [redacted] and any agent would be
> > > happy to assist in updating this information[redacted]
> > >
> > > Best Wishes,
> > > Christine
> > > Chrysler Customer Care
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> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > Sent: 8/6/2019 1:01 PM
> > > T[redacted]
> > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
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> > > Your inquiry has been received by the Chrysler Customer Care. We
> > > appreciate your contact with us and look forward to getting back with
> you
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> > > To ensure a prompt response, please add to your Safe Senders list,
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> > > our response.
> > >
> > > Should this matter be urgent, or if you desire a quicker response,
> please
> > > contact us by phone to discuss your issue with one of our Chrysler
> > Advisors.
> > >
> > > Chrysler Brand: 800-247-9753
> > >
> > > FCA Brand : 800-247-9753
> > >
> > >
> > >
> > > For any future communication related to this email, please refer to
> > > reference numbe[redacted]
> > >
> > > Sincerely,
> > >
> > > The Chrysler Brand
> > >
> > >
> > > To view the Chrysler Privacy Policy, visit
> > >[redacted]
>
>

Date	08/21/2019	***Subject***	Re: ca[redacted]		
Fr	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/21/2019 15:03 PM

Please reopen my case. No warning of closing my case is not great customer service and I am working on getting the information you requested.

On Wed, Aug 21, 2019, 6:21 AM [redacted] > wrote:

> I am still trying to gather all the receipts that you have requested. I am
> missing one or two and need to see if I can get them from the car shop.
> Please give me a couple of days to do so.
> Thank you,
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>> Hello [redacted]
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>> Sent: 8/14/2019 10:05 PM
>> To: chryslercustomercare@fcagroup.com
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>> you.
>> > Please respond Via Email or contact us at Chrysler Customer Care at
>> > 800-247-9753 and reference case @ 59511059 and any agent can assist
>> you.*
>> >
>> >
>> >
>> > *Best Wishes, Christine Chrysler Customer care*
>> >
>> >
>> >
>> > ---------- Original Message ----------
>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>> > Sent: 8/13/2019 12:24 PM
>> > To: [redacted]
>> > Subject: Re: Help [ref:_[redacted]f]
>> >
>> > Hello[redacted],
>> >
>> > Thank you for the information.
>> >
>> > I can certainly understand the frustration you are having. I will make a
>> > call to Joe Hahns, and see what information I can gather from him as for
>> > what was wrong and dates and mileage, and see if it falls within a
>> warranty
>> > category and time and see about a possible reimbursement.
>> >
>> > As for the Window issue and A/C those dates do put those out of
>> warranty,
>> > I do understand the inconvenience though.
>> >
>> > Please leave this with me for 1-2 days and I will see what I can figure
>> > out and how we can proceed further.
>> >
>> > Thank you,
>> > Christine
>> > Chrysler Customer Care
>> >
>> >
>> > ---------- Original Message ----------
>> > From: [redacted]]
>> > Sent: 8/11/2019 9:15 PM
>> > To: chryslercustomercare@fcagroup.com

>> > Subject: Re: Help [ref [redacted]:ref]
>> >
>> > Hello Christine,
>> >
>> > The issues all started about a year an a half ago. I called Moore
>> Chrysler
>> > where I had taken my van before in March 2018 to find out when my
>> warranty
>> > was up since I could remember the date it was up and was told it have
>> > expired already. Come to find out it was actually still good until May
>> 2018
>> > and I probably could have had it fixed for free instead of spending
>> about
>> > $500. For a couple of months before that, my van would shake a little
>> when
>> > idling and it went from barely noticeable to shaking a lot pretty
>> quickly
>> > as well as the engine got louder. Since I was told the warranty was
>> > expired, I took it to my own mechanic Joe Hahn, from Hahn's Automotive
>> > (602)592-6958. He took a look and he found a lot of water in my engine
>> and
>> > it had caused spark plugs to stop firing or not fire correctly. I am not
>> > car savvy, so I apologize if I am not describing this well. He also had
>> > told me that the spark plugs looked like they came from a engine that
>> had
>> > over 100K miles on it when I only had barley 30K. He asked if I have my
>> > van pressure washed, detailed or if I drove through a flooded area. The
>> > answer was no to all of them. I did go through a drive thru car wash
>> once
>> > or twice, which shouldn't put water in the engine, other than that
>> nothing.
>> > So the engine was fixed March of 2018 and it seems like the same thing
>> is
>> > starting again. It is starting to idle rougher but it isn't noticeable
>> to
>> > my husband who isn't in my van often,
>> >
>> > The first window , the passenger side front window, fell October 2018.
>> It
>> > was the regulator that broke. I just had this same window fixed again on
>> > Wednesday (08/07/19), luckily for free since it had been less than a
>> year
>> > and was under warranty still. The driver side front window fell a couple
>> > of months ago in June 2019. Luckily, my glass didn't break or shatter
>> when
>> > they fell any of those times.
>> >
>> > My A/C started acting up once I started needing to use it this year in
>> > about April/May. (I live in Glendale, AZ and it gets hot early). It
>> made a
>> > clicking type noise and would only get cold when I was moving about
>> 30-40+
>> > MPH. Whenever I would go slowly like in traffic or be stop at a light
>> the
>> > air would get warm to hot very fast until I started going again. I dont
>> > remember what Joe said he needed to replace, I think a compressor and a
>> few
>> > other parts, but the pressure was getting really high before he fixed it
>> > and could cause some major issues.
>> >
>> > My driver side mirror just recently stopped being able to be moved by
>> the
>> > inside power adjustment button. I have not gotten it fixed yet since I
>> am
>> > able to manually adjust it for the time being.
>> >
>> > The passenger side sliding door does not lock/unlock with the key fob.
>> I do
>> > not know when this started because I just realized that it was unlocked
>> > even though the rest of the van was locked a couple of weeks ago. I
>> have a
>> > feeling that it has been like this for a year or more though. My kids
>> from
>> > time to time have had been able to open that door using the handle even
>> > though the van was locked and I just assumed that I might have
>> accidentally
>> > hit the key to unlock it or something along those lines. I hadn't
>> realized
>> > that it had always unlocked and able to get into until a week or so
>> ago. I
>> > have been so lucky that no one has gotten into my van that wasn't
>> supposed
>> > to. I have not had this fixed yet and I am just keeping it locked all
>> the
>> > time and need to unlock it from the inside each time my kids need to
>> get in

>> > on that side. I have a car seat on the opposite side so my older boys
>> need
>> > to get in and out of the broken side most days. Its really inconvenient.
>> >
>> > I bought my van brand new on May 1, 2015 from Jones Ford in Wickenburg,
>> AZ.
>> >
>> > Please let me know if you need anymore information.
>> > Thanks so much.
>> > [redacted]
>> >
>> >
>> > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>> > chryslercustomercare@fcagroup.com> wrote:
>> >
>> > > Hell [redacted]
>> > >
>> > > Thank you for contacting Chrysler Customer Care.
>> > >
>> > > Thank you for the opportunity to assist you, il would certainly be
>> happy
>> > > to see what I can do for you.
>> > >
>> > > I understand how frustrating this must be with multiple issues, as I
>> > would
>> > > be frustrated in this situation myself.
>> > >
>> > > I just need a few pieces of information from you, If you could supply
>> > them
>> > > and I can try and see what I can do from my end.
>> > >
>> > > If you could provide me with Possible dates, that the issues started
>> in
>> > > detail, as well as the contact information to the dealer you have
>> taken
>> > the
>> > > vehicle to after the water issue started, and any other dealers that
>> have
>> > > provided you with diagnoses on the vehicle.
>> > >
>> > > This will help me to get a better understanding of the vehicle and its
>> > > component issues.
>> > >
>> > > If you can respond to this email or call us at Chrysler Customer Care
>> at
>> > > 800-726-4636 and reference case number [redacted], and any agent would
>> be
>> > > happy to assist in updating this information.
>> > >
>> > > Best Wishes,
>> > > Christine
>> > > Chrysler Customer Care
>> > >
>> > >
>> > > ---------- Original Message ----------
>> > > From: US Customer Care [uscustomercare@fcagroup.com]
>> > > Sent: 8/6/2019 1:01 PM
>> > > To: [redacted]
>> > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>> > >
>> > > Your inquiry has been received by the Chrysler Customer Care. We
>> > > appreciate your contact with us and look forward to getting back with
>> you
>> > > as soon as possible.
>> > >
>> > > To ensure a prompt response, please add to your Safe Senders list,
>> > Address
>> > > Book or Contact List. Please also monitor your Junk Mail or Spam
>> Folder
>> > for
>> > > our response.
>> > >
>> > > Should this matter be urgent, or if you desire a quicker response,
>> please
>> > > contact us by phone to discuss your issue with one of our Chrysler
>> > Advisors.
>> > >
>> > > Chrysler Brand: 800-247-9753
>> > >
>> > > FCA Brand : 800-247-9753
>> > >
>> > >
>> > >
>> > > For any future communication related to this email, please refer to
>> > > reference number [redacted]
>> > >

>> > > Sincerely,
>> > >
>> > > The Chrysler Brand
>> > >
>> > >
>> > > To view the Chrysler Privacy Policy, visit
>> > >
>> [redacted]
>> >
>>
>>

Date	08/21/2019	***Subject***	Re: case [ref: [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/21/2019 15:20 PM

Hello [redacted]

Your case was reopened at 10am after receiving your email.

Thank You
Christine
Chrysler Customer care

---------- Original Message ----------
From: [redacted]
Sent: 8/21/2019 3:03 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: case [ref [redacted] :ref]

Please reopen my case. No warning of closing my case is not great customer service and I am working on getting the information you requested.

On Wed, Aug 21, 2019, 6:21 AM Jamie <[redacted] wrote:

> I am still trying to gather all the receipts that you have requested. I am
> missing one or two and need to see if I can get them from the car shop.
> Please give me a couple of days to do so.
> Thank you,
>[redacted]
>
> On Wed, Aug 21, 2019, 5:19 AM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
>
>>
>> Hello [redacted],
>>
>> I would like to express my concern for your situation.
>>
>> I have attempted to contact you several time since Aug 15th with no
>> success.
>>
>> I will now close this case, If you want to pursue this in the future
>> please email message Chrysler Customer Care or Reach us by phone at
>> 800-247-9753.
>>
>> Best wishes,
>> Christine
>> Chrysler Customer Care
>>
>>
>> ---------- Original Message ----------
>> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>> Sent: 8/20/2019 12:28 PM
>> To: [redacted]
>> Subject: Re: Help [ref [redacted] :ref]
>>
>> Hello [redacted]
>>
>> I am just looking for an update to add to your case.
>>
>> Have you found your receipts, so we can proceed with this case?
>>
>> Thank You,
>> Christine
>> Chrysler Customer Care
>>
>>
>> ---------- Original Message ----------
>> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>> Sent: 8/19/2019 12:47 PM
>> To: [redacted]
>> Subject: Re: Help [ref:_[redacted] :ref]
>>
>> Hello [redacted]
>>
>> I am just looking for an update to add to your case.
>>
>> Have you found your receipts, so we can proceed with this case?
>>
>> Thank You,
>> Christine
>> Chrysler Customer Care
>>
>>
>> ---------- Original Message ----------
>> From: [redacted]
>> Sent: 8/14/2019 10:05 PM
>> To: chryslercustomercare@fcagroup.com
>> Subject: Re: Help [ref [redacted] :ref]
>>
>> Ok, give me a few days to track down all my receipts.

>>
>> On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>> chryslercustomercare@fcagroup.com> wrote:
>>
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>> >
>> > *Hello [redacted] I have spoken with Joe from Hahn's, He has informed me of
>> the
>> > following repairs, Mar 2018 Spark Plugs Coil Packs Alternator Oct 2018
>> > Passenger window regulator May 2019 AC compressor Condenser Valve Flush
>> > July 2019 Driver window regulator I have looked and in fact your Basic
>> > Warranty would have expired in May 2018, making that first repair
>> > warrantable. I would like you to send me the Repair Order and Proof of
>> > Payment for all these repairs you have paid for out of pocket since Mar
>> > 2018. Once I receive these I will send this to case management to review
>> > for a possible reimbursement request. I would also like to provide you
>> with
>> > the updated warranty information for the warranty you have left.*
>> >
>> > *Power Train Warranty*- expires May 2020 or at 100,000miles- so (months
>> > left or 54,500 Miles whichever comes first.
>> >
>> > *Corrosion Warranty*- May 2020 so 9 months left
>> >
>> > *Major emissions comp Warranty*- May 2023, or 80,000miles- so either 44
>> > months, or 34,500 miles whichever comes first.
>> >
>> >
>> >
>> > *Thank you for your continued loyalty, I look forward to hearing from
>> you.
>> > Please respond Via Email or contact us at Chrysler Customer Care at
>> > 800-247-9753 and reference case @ 59511059 and any agent can assist
>> you.*
>> >
>> >
>> >
>> > *Best Wishes, Christine Chrysler Customer care*
>> >
>> >
>> >
>> > ---------- Original Message ----------
>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>> > Sent: 8/13/2019 12:24 PM
>> > To: [redacted]
>> > Subject: Re: Help [ref:_[redacted]ef]
>> >
>> > Hello [redacted],
>> >
>> > Thank you for the information.
>> >
>> > I can certainly understand the frustration you are having. I will make a
>> > call to Joe Hahns, and see what information I can gather from him as for
>> > what was wrong and dates and mileage, and see if it falls within a
>> warranty
>> > category and time and see about a possible reimbursement.
>> >
>> > As for the Window issue and A/C those dates do put those out of
>> warranty,

>> > I do understand the inconvenience though.
>> >
>> > Please leave this with me for 1-2 days and I will see what I can figure
>> > out and how we can proceed further.
>> >
>> > Thank you,
>> > Christine
>> > Chrysler Customer Care
>> >
>> >
>> > ---------- Original Message ----------
>> > From: [redacted]]
>> > Sent: 8/11/2019 9:15 PM
>> > To: chryslercustomercare@fcagroup.com
>> > Subject: Re: Help [ref:_[redacted]:ref]
>> >
>> > Hello Christine,
>> >
>> > The issues all started about a year an a half ago. I called Moore
>> Chrysler
>> > where I had taken my van before in March 2018 to find out when my
>> warranty
>> > was up since I could remember the date it was up and was told it have
>> > expired already. Come to find out it was actually still good until May
>> 2018
>> > and I probably could have had it fixed for free instead of spending
>> about
>> > $500. For a couple of months before that, my van would shake a little
>> when
>> > idling and it went from barely noticeable to shaking a lot pretty
>> quickly
>> > as well as the engine got louder. Since I was told the warranty was
>> > expired, I took it to my own mechanic Joe Hahn, from Hahn's Automotive
>> > (602)592-6958. He took a look and he found a lot of water in my engine
>> and
>> > it had caused spark plugs to stop firing or not fire correctly. I am not
>> > car savvy, so I apologize if I am not describing this well. He also had
>> > told me that the spark plugs looked like they came from a engine that
>> had
>> > over 100K miles on it when I only had barley 30K. He asked if I have my
>> > van pressure washed, detailed or if I drove through a flooded area. The
>> > answer was no to all of them. I did go through a drive thru car wash
>> once
>> > or twice, which shouldn't put water in the engine, other than that
>> nothing.
>> > So the engine was fixed March of 2018 and it seems like the same thing
>> is
>> > starting again. It is starting to idle rougher but it isn't noticeable
>> to
>> > my husband who isn't in my van often,
>> >
>> > The first window , the passenger side front window, fell October 2018.
>> It
>> > was the regulator that broke. I just had this same window fixed again on
>> > Wednesday (08/07/19), luckily for free since it had been less than a
>> year
>> > and was under warranty still. The driver side front window fell a couple
>> > of months ago in June 2019. Luckily, my glass didn't break or shatter
>> when
>> > they fell any of those times.
>> >
>> > My A/C started acting up once I started needing to use it this year in
>> > about April/May. (I live in Glendale, AZ and it gets hot early). It
>> made a
>> > clicking type noise and would only get cold when I was moving about
>> 30-40+
>> > MPH. Whenever I would go slowly like in traffic or be stop at a light
>> the
>> > air would get warm to hot very fast until I started going again. I dont
>> > remember what Joe said he needed to replace, I think a compressor and a
>> few
>> > other parts, but the pressure was getting really high before he fixed it
>> > and could cause some major issues.
>> >
>> > My driver side mirror just recently stopped being able to be moved by
>> the
>> > inside power adjustment button. I have not gotten it fixed yet since I
>> am
>> > able to manually adjust it for the time being.
>> >
>> > The passenger side sliding door does not lock/unlock with the key fob.
>> I do
>> > not know when this started because I just realized that it was unlocked
>> > even though the rest of the van was locked a couple of weeks ago. I
>> have a
>> > feeling that it has been like this for a year or more though. My kids

>> from
>> > time to time have had been able to open that door using the handle even
>> > though the van was locked and I just assumed that I might have
>> accidentally
>> > hit the key to unlock it or something along those lines. I hadn't
>> realized
>> > that it had always unlocked and able to get into until a week or so
>> ago. I
>> > have been so lucky that no one has gotten into my van that wasn't
>> supposed
>> > to. I have not had this fixed yet and I am just keeping it locked all
>> the
>> > time and need to unlock it from the inside each time my kids need to
>> get in
>> > on that side. I have a car seat on the opposite side so my older boys
>> need
>> > to get in and out of the broken side most days. Its really inconvenient.
>> >
>> > I bought my van brand new on May 1, 2015 from Jones Ford in Wickenburg,
>> AZ.
>> >
>> > Please let me know if you need anymore information.
>> > Thanks so much.
>> >[redacted]
>> >
>> >
>> > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>> > chryslercustomercare@fcagroup.com> wrote:
>> >
>> > > Hell[redacted]
>> > >
>> > > Thank you for contacting Chrysler Customer Care.
>> > >
>> > > Thank you for the opportunity to assist you, il would certainly be
>> happy
>> > > to see what I can do for you.
>> > >
>> > > I understand how frustrating this must be with multiple issues, as I
>> > would
>> > > be frustrated in this situation myself.
>> > >
>> > > I just need a few pieces of information from you, If you could supply
>> > them
>> > > and I can try and see what I can do from my end.
>> > >
>> > > If you could provide me with Possible dates, that the issues started
>> in
>> > > detail, as well as the contact information to the dealer you have
>> taken
>> > the
>> > > vehicle to after the water issue started, and any other dealers that
>> have
>> > > provided you with diagnoses on the vehicle.
>> > >
>> > > This will help me to get a better understanding of the vehicle and its
>> > > component issues.
>> > >
>> > > If you can respond to this email or call us at Chrysler Customer Care
>> at
>> > > 800-726-4636 and reference case number[redacted], and any agent would
>> be
>> > > happy to assist in updating this information.
>> > >
>> > > Best Wishes,
>> > > Christine
>> > > Chrysler Customer Care
>> > >
>> > >
>> > > ---------- Original Message ----------
>> > > From: US Customer Care [uscustomercare@fcagroup.com]
>> > > Sent: 8/6/2019 1:01 PM
>> > > To[redacted]
>> > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>> > >
>> > > Your inquiry has been received by the Chrysler Customer Care. We
>> > > appreciate your contact with us and look forward to getting back with
>> you
>> > > as soon as possible.
>> > >
>> > > To ensure a prompt response, please add to your Safe Senders list,
>> > Address
>> > > Book or Contact List. Please also monitor your Junk Mail or Spam
>> Folder
>> > for
>> > > our response.
>> > >

>> > > Should this matter be urgent, or if you desire a quicker response,
>> please
>> > > contact us by phone to discuss your issue with one of our Chrysler
>> > Advisors.
>> > >
>> > > Chrysler Brand: 800-247-9753
>> > >
>> > > FCA Brand : 800-247-9753
>> > >
>> > >
>> > >
>> > > For any future communication related to this email, please refer to
>> > > reference number[redacted]
>> > >
>> > > Sincerely,
>> > >
>> > > The Chrysler Brand
>> > >
>> > >
>> > > To view the Chrysler Privacy Policy, visit
>> > [redacted]
>>
>>

Date	08/21/2019	***Subject***	Re: case [ref:[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/21/2019 15:21 PM

Hello [redacted]

I would also like to advise I will keep your case open until the end of the day Saturday, That will give you 4 more days to gather the required information. If I do not receive the information by 4pm Saturday, at that time I will close the case.

Thank You
Christine
Chrysler Customer Care

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 8/21/2019 3:20 PM
To: greenjamie22@gmail.com
Subject: Re: case [ref[redacted]:ref]

Hello [redacted]

Your case was reopened at 10am after receiving your email.

Thank You
Christine
Chrysler Customer care

---------- Original Message ----------
From: [redacted]]
Sent: 8/21/2019 3:03 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: case [ref:_[redacted]:ref]

Please reopen my case. No warning of closing my case is not great customer service and I am working on getting the information you requested.

On Wed, Aug 21, 2019, 6:21 AM [redacted] wrote:

> I am still trying to gather all the receipts that you have requested. I am
> missing one or two and need to see if I can get them from the car shop.
> Please give me a couple of days to do so.
> Thank you,
> [redacted]
>
> On Wed, Aug 21, 2019, 5:19 AM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
>
>>
>> Hello [redacted]
>>
>> I would like to express my concern for your situation.
>>
>> I have attempted to contact you several time since Aug 15th with no
>> success.
>>
>> I will now close this case, If you want to pursue this in the future
>> please email message Chrysler Customer Care or Reach us by phone at
>> 800-247-9753.
>>
>> Best wishes,
>> Christine
>> Chrysler Customer Care
>>
>>
>> ---------- Original Message ----------
>> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>> Sent: 8/20/2019 12:28 PM
>> To: [redacted]
>> Subject: Re: Help [ref[redacted]:ref]
>>
>> Hello [redacted]
>>
>> I am just looking for an update to add to your case.
>>
>> Have you found your receipts, so we can proceed with this case?
>>
>> Thank You,
>> Christine
>> Chrysler Customer Care
>>
>>
>> ---------- Original Message ----------
>> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>> Sent: 8/19/2019 12:47 PM
>> To: [redacted]
>> Subject: Re: Help [ref[redacted]]
>>
>> Hello [redacted],
>>

>> I am just looking for an update to add to your case.
>>
>> Have you found your receipts, so we can proceed with this case?
>>
>> Thank You,
>> Christine
>> Chrysler Customer Care
>>
>>
>> ---------- Original Message ----------
>> From: [redacted]]
>> Sent: 8/14/2019 10:05 PM
>> To: chryslercustomercare@fcagroup.com
>> Subject: Re: Help [ref:_[redacted]
>>
>> Ok, give me a few days to track down all my receipts.
>>
>> On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>> chryslercustomercare@fcagroup.com> wrote:
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>> >

>> > Sent: 8/13/2019 12:24 PM
>> > To[redacted]
>> > Subject: Re: Help [[redacted]:ref]
>> >
>> > Hello[redacted]
>> >
>> > Thank you for the information.
>> >
>> > I can certainly understand the frustration you are having. I will make a
>> > call to Joe Hahns, and see what information I can gather from him as for
>> > what was wrong and dates and mileage, and see if it falls within a
>> warranty
>> > category and time and see about a possible reimbursement.
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>> > As for the Window issue and A/C those dates do put those out of
>> warranty,
>> > I do understand the inconvenience though.
>> >
>> > Please leave this with me for 1-2 days and I will see what I can figure
>> > out and how we can proceed further.
>> >
>> > Thank you,
>> > Christine
>> > Chrysler Customer Care
>> >
>> >
>> > ---------- Original Message ----------
>> > From:[redacted]]
>> > Sent: 8/11/2019 9:15 PM
>> > To: chryslercustomercare@fcagroup.com
>> > Subject: Re: Help [ref[redacted]:ref]
>> >
>> > Hello Christine,
>> >
>> > The issues all started about a year an a half ago. I called Moore
>> Chrysler
>> > where I had taken my van before in March 2018 to find out when my
>> warranty
>> > was up since I could remember the date it was up and was told it have
>> > expired already. Come to find out it was actually still good until May
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>> > and I probably could have had it fixed for free instead of spending
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>> > $500. For a couple of months before that, my van would shake a little
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>> > idling and it went from barely noticeable to shaking a lot pretty
>> quickly
>> > as well as the engine got louder. Since I was told the warranty was
>> > expired, I took it to my own mechanic Joe Hahn, from Hahn's Automotive
>> > (602)592-6958. He took a look and he found a lot of water in my engine
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>> > it had caused spark plugs to stop firing or not fire correctly. I am not
>> > car savvy, so I apologize if I am not describing this well. He also had
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>> > over 100K miles on it when I only had barley 30K. He asked if I have my
>> > van pressure washed, detailed or if I drove through a flooded area. The
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>> > or twice, which shouldn't put water in the engine, other than that
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>> > So the engine was fixed March of 2018 and it seems like the same thing
>> is
>> > starting again. It is starting to idle rougher but it isn't noticeable
>> to
>> > my husband who isn't in my van often,
>> >
>> > The first window , the passenger side front window, fell October 2018.
>> It
>> > was the regulator that broke. I just had this same window fixed again on
>> > Wednesday (08/07/19), luckily for free since it had been less than a
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>> > and was under warranty still. The driver side front window fell a couple
>> > of months ago in June 2019. Luckily, my glass didn't break or shatter
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>> > they fell any of those times.
>> >
>> > My A/C started acting up once I started needing to use it this year in
>> > about April/May. (I live in Glendale, AZ and it gets hot early). It
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>> > clicking type noise and would only get cold when I was moving about
>> 30-40+
>> > MPH. Whenever I would go slowly like in traffic or be stop at a light
>> the
>> > air would get warm to hot very fast until I started going again. I dont
>> > remember what Joe said he needed to replace, I think a compressor and a

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>> > other parts, but the pressure was getting really high before he fixed it
>> > and could cause some major issues.
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>> > My driver side mirror just recently stopped being able to be moved by
>> the
>> > inside power adjustment button. I have not gotten it fixed yet since I
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>> > able to manually adjust it for the time being.
>> >
>> > The passenger side sliding door does not lock/unlock with the key fob.
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>> > not know when this started because I just realized that it was unlocked
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>> > feeling that it has been like this for a year or more though. My kids
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>> > time to time have had been able to open that door using the handle even
>> > though the van was locked and I just assumed that I might have
>> accidentally
>> > hit the key to unlock it or something along those lines. I hadn't
>> realized
>> > that it had always unlocked and able to get into until a week or so
>> ago. I
>> > have been so lucky that no one has gotten into my van that wasn't
>> supposed
>> > to. I have not had this fixed yet and I am just keeping it locked all
>> the
>> > time and need to unlock it from the inside each time my kids need to
>> get in
>> > on that side. I have a car seat on the opposite side so my older boys
>> need
>> > to get in and out of the broken side most days. Its really inconvenient.
>> >
>> > I bought my van brand new on May 1, 2015 from Jones Ford in Wickenburg,
>> AZ.
>> >
>> > Please let me know if you need anymore information.
>> > Thanks so much.
>> > [redacted]
>> >
>> >
>> > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>> > chryslercustomercare@fcagroup.com> wrote:
>> >
>> > > Hell[redacted]
>> > >
>> > > Thank you for contacting Chrysler Customer Care.
>> > >
>> > > Thank you for the opportunity to assist you, il would certainly be
>> happy
>> > > to see what I can do for you.
>> > >
>> > > I understand how frustrating this must be with multiple issues, as I
>> > would
>> > > be frustrated in this situation myself.
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>> > > I just need a few pieces of information from you, If you could supply
>> > them
>> > > and I can try and see what I can do from my end.
>> > >
>> > > If you could provide me with Possible dates, that the issues started
>> in
>> > > detail, as well as the contact information to the dealer you have
>> taken
>> > the
>> > > vehicle to after the water issue started, and any other dealers that
>> have
>> > > provided you with diagnoses on the vehicle.
>> > >
>> > > This will help me to get a better understanding of the vehicle and its
>> > > component issues.
>> > >
>> > > If you can respond to this email or call us at Chrysler Customer Care
>> at
>> > > 800-726-4636 and reference case numbe[redacted] and any agent would
>> be
>> > > happy to assist in updating this information.
>> > >
>> > > Best Wishes,
>> > > Christine
>> > > Chrysler Customer Care
>> > >
>> > >
>> > > ---------- Original Message ----------
>> > > From: US Customer Care [uscustomercare@fcagroup.com]

>> > > Sent: 8/6/2019 1:01 PM
>> > > To: [redacted]
>> > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>> > >
>> > > Your inquiry has been received by the Chrysler Customer Care. We
>> > > appreciate your contact with us and look forward to getting back with
>> you
>> > > as soon as possible.
>> > >
>> > > To ensure a prompt response, please add to your Safe Senders list,
>> > Address
>> > > Book or Contact List. Please also monitor your Junk Mail or Spam
>> Folder
>> > for
>> > > our response.
>> > >
>> > > Should this matter be urgent, or if you desire a quicker response,
>> please
>> > > contact us by phone to discuss your issue with one of our Chrysler
>> > Advisors.
>> > >
>> > > Chrysler Brand: 800-247-9753
>> > >
>> > > FCA Brand : 800-247-9753
>> > >
>> > >
>> > >
>> > > For any future communication related to this email, please refer to
>> > > reference num[redacted]
>> > >
>> > > Sincerely,
>> > >
>> > > The Chrysler Brand
>> > >
>> > >
>> > > To view the Chrysler Privacy Policy, visit
>> > >[redacted]
>> > >
>> > >
>>
>>

Date	08/23/2019	***Subject***	Re: Help [re[redacted]]		
From [redacted]		***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/23/2019 22:09 PM

Hello Christine,
I was able to fine all the receipts. I apologize for it taking so long, but I had last years receipts in the garage and it wasn't where it was supposed to be. I have attached the receipts for the March 2018 when the water was in the engine, the ac repair that was this past May 2019, and then the two of the three window repairs (Oct 2018 and June 2019). I didn't get a receipt for the last one since I didn't pay for the repair since it was still under the repair shops warranty.
I know that you had said that my van is no longer under warranty and so I couldn't get repairs covered, but I want ask again if there is anything that can be done to help with my sliding side door not locking. First, I have no idea how long that door has not been working and for all I know it hasn't been working properly for years. It isnt something that I thought I needed to double check and honestly I shouldnt have had too. Second, after researching the issue online, this is something that has been a a problem with Chrysler for years. I saw reports about it as far back as 2009! I just feel that if this is a know issue of Chrysler, it has been an issue for so long and it isn't just my van that Chrysler should be willing to fix it.
If you need anything else please let me know.

On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

>
> Hello [redacted]
>
> I am just looking for an update to add to your case.
>
> Have you found your receipts, so we can proceed with this case?
>
> Thank You,
> Christine
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 8/19/2019 12:47 PM
> To: [redacted]
> Subject: Re: Help [ref:[redacted]f]
>
> Hello [redacted]
>
> I am just looking for an update to add to your case.
>
> Have you found your receipts, so we can proceed with this case?
>
> Thank You,
> Christine
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 8/14/2019 10:05 PM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Help [ref:[redacted]:ref]
>
> Ok, give me a few days to track down all my receipts.
>
> On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
>
> > >
> > >
> > >

> >
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> >
> > *Hello [redacted] I have spoken with Joe from Hahn's, He has informed me of
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> > following repairs, Mar 2018 Spark Plugs Coil Packs Alternator Oct 2018
> > Passenger window regulator May 2019 AC compressor Condenser Valve Flush
> > July 2019 Driver window regulator I have looked and in fact your Basic
> > Warranty would have expired in May 2018, making that first repair
> > warrantable. I would like you to send me the Repair Order and Proof of
> > Payment for all these repairs you have paid for out of pocket since Mar
> > 2018. Once I receive these I will send this to case management to review
> > for a possible reimbursement request. I would also like to provide you
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> > *Power Train Warranty*- expires May 2020 or at 100,000miles- so (months
> > left or 54,500 Miles whichever comes first.
> >
> > *Corrosion Warranty*- May 2020 so 9 months left
> >
> > *Major emissions comp Warranty*- May 2023, or 80,000miles- so either 44
> > months, or 34,500 miles whichever comes first.
> >
> >
> >
> > *Thank you for your continued loyalty, I look forward to hearing from
> you.
> > Please respond Via Email or contact us at Chrysler Customer Care at
> > 800-247-9753 and reference case @ 59511059 and any agent can assist you.*
> >
> >
> >
> > *Best Wishes, Christine Chrysler Customer care*
> >
> >
> >
> > ---------- Original Message ----------
> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> > Sent: 8/13/2019 12:24 PM
> > To: [redacted]
> > Subject: Re: Help [ref[redacted]f]
> >
> > Hello [redacted]
> >
> > Thank you for the information.
> >
> > I can certainly understand the frustration you are having. I will make a
> > call to Joe Hahns, and see what information I can gather from him as for
> > what was wrong and dates and mileage, and see if it falls within a
> warranty
> > category and time and see about a possible reimbursement.
> >
> > As for the Window issue and A/C those dates do put those out of warranty,
> > I do understand the inconvenience though.
> >
> > Please leave this with me for 1-2 days and I will see what I can figure
> > out and how we can proceed further.
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> > Thank you,
> > Christine
> > Chrysler Customer Care
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> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 8/11/2019 9:15 PM
> > To: chryslercustomercare@fcagroup.com
> > Subject: Re: Help [ref[redacted]ef]
> >
> > Hello Christine,
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> > The issues all started about a year an a half ago. I called Moore
> Chrysler
> > where I had taken my van before in March 2018 to find out when my
> warranty
> > was up since I could remember the date it was up and was told it have
> > expired already. Come to find out it was actually still good until May
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> > and I probably could have had it fixed for free instead of spending about
> > $500. For a couple of months before that, my van would shake a little
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> > idling and it went from barely noticeable to shaking a lot pretty quickly

> > as well as the engine got louder. Since I was told the warranty was
> > expired, I took it to my own mechanic Joe Hahn, from Hahn's Automotive
> > (602)592-6958. He took a look and he found a lot of water in my engine
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> > it had caused spark plugs to stop firing or not fire correctly. I am not
> > car savvy, so I apologize if I am not describing this well. He also had
> > told me that the spark plugs looked like they came from a engine that had
> > over 100K miles on it when I only had barley 30K. He asked if I have my
> > van pressure washed, detailed or if I drove through a flooded area. The
> > answer was no to all of them. I did go through a drive thru car wash once
> > or twice, which shouldn't put water in the engine, other than that
> nothing.
> > So the engine was fixed March of 2018 and it seems like the same thing is
> > starting again. It is starting to idle rougher but it isn't noticeable to
> > my husband who isn't in my van often,
> >
> > The first window , the passenger side front window, fell October 2018. It
> > was the regulator that broke. I just had this same window fixed again on
> > Wednesday (08/07/19), luckily for free since it had been less than a year
> > and was under warranty still. The driver side front window fell a couple
> > of months ago in June 2019. Luckily, my glass didn't break or shatter
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> > they fell any of those times.
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> > I bought my van brand new on May 1, 2015 from Jones Ford in Wickenburg,
> AZ.
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> > > and I can try and see what I can do from my end.
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> > > If you could provide me with Possible dates, that the issues started in
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> > > vehicle to after the water issue started, and any other dealers that
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> > > component issues.
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> > > If you can respond to this email or call us at Chrysler Customer Care
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> > > Best Wishes,
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> > > Chrysler Customer Care
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> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > Sent: 8/6/2019 1:01 PM
> > > To: [redacted]
> > > Subject: AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
> > >
> > > Your inquiry has been received by the Chrysler Customer Care. We
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> > > To ensure a prompt response, please add to your Safe Senders list,
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> > > Book or Contact List. Please also monitor your Junk Mail or Spam Folder
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> > > Should this matter be urgent, or if you desire a quicker response,
> please
> > > contact us by phone to discuss your issue with one of our Chrysler
> > Advisors.
> > >
> > > Chrysler Brand: 800-247-9753
> > >
> > > FCA Brand : 800-247-9753
> > >
> > >
> > >
> > > For any future communication related to this email, please refer to
> > > reference numbe[redacted]
> > >
> > > Sincerely,
> > >
> > > The Chrysler Brand
> > >
> > >
> > > To view the Chrysler Privacy Policy, visit
> > > [redacted]
> >
> >
>
>

Date	08/24/2019	***Subject***	Re: Help [ref: [redacted]]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/24/2019 11:21 AM

Hello [redacted]

The pictures you sent in, Is there anyway you can upload them as a PDF. We are unable to look at them, at that time I can send this for further consideration.

Thank You,
Christine
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 8/23/2019 10:09 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Help [ref[redacted]f]

Hello Christine,
I was able to fine all the receipts. I apologize for it taking so long, but
I had last years receipts in the garage and it wasn't where it was supposed
to be. I have attached the receipts for the March 2018 when the water was
in the engine, the ac repair that was this past May 2019, and then the two
of the three window repairs (Oct 2018 and June 2019). I didn't get a
receipt for the last one since I didn't pay for the repair since it was
still under the repair shops warranty.
I know that you had said that my van is no longer under warranty and so I
couldn't get repairs covered, but I want ask again if there is anything
that can be done to help with my sliding side door not locking. First, I
have no idea how long that door has not been working and for all I know it
hasn't been working properly for years. It isnt something that I thought I
needed to double check and honestly I shouldnt have had too. Second, after
researching the issue online, this is something that has been a a problem
with Chrysler for years. I saw reports about it as far back as 2009! I just
feel that if this is a know issue of Chrysler, it has been an issue for so
long and it isn't just my van that Chrysler should be willing to fix it.
If you need anything else please let me know.

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> I am just looking for an update to add to your case.
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> Have you found your receipts, so we can proceed with this case?
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> Thank You,
> Christine
> Chrysler Customer Care
>
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> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 8/19/2019 12:47 PM
> To[redacted]
> Subject: Re: Help [ref[redacted]:ref]
>
> Hello [redacted]
>
> I am just looking for an update to add to your case.
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> Have you found your receipts, so we can proceed with this case?
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> Thank You,
> Christine
> Chrysler Customer Care
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>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 8/14/2019 10:05 PM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Help [ref:_[redacted]:ref]
>
> Ok, give me a few days to track down all my receipts.
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> On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
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> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> > Sent: 8/13/2019 12:24 PM
> > To: [redacted]m
> > Subject: Re: Help [[redacted]]
> >
> > Hello [redacted]
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> > Thank you for the information.
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> > From:[redacted]]
> > Sent: 8/11/2019 9:15 PM
> > To: chryslercustomercare@fcagroup.com

> > Subject: Re: Help [ref[redacted]:ref]
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> > Hello Christine,
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> > The issues all started about a year an a half ago. I called Moore
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> > > and I can try and see what I can do from my end.
> > >
> > > If you could provide me with Possible dates, that the issues started in
> > > detail, as well as the contact information to the dealer you have taken
> > the
> > > vehicle to after the water issue started, and any other dealers that
> have
> > > provided you with diagnoses on the vehicle.
> > >
> > > This will help me to get a better understanding of the vehicle and its
> > > component issues.
> > >
> > > If you can respond to this email or call us at Chrysler Customer Care
> at
> > > 800-726-4636 and reference case number[redacted] and any agent would be
> > > happy to assist in updating this information.
> > >
> > > Best Wishes,
> > > Christine
> > > Chrysler Customer Care
> > >
> > >
> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > Sent: 8/6/2019 1:01 PM
> > > To: [redacted]
> > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
> > >
> > > Your inquiry has been received by the Chrysler Customer Care. We
> > > appreciate your contact with us and look forward to getting back with
> you
> > > as soon as possible.
> > >
> > > To ensure a prompt response, please add to your Safe Senders list,
> > Address
> > > Book or Contact List. Please also monitor your Junk Mail or Spam Folder
> > for
> > > our response.
> > >
> > > Should this matter be urgent, or if you desire a quicker response,
> please
> > > contact us by phone to discuss your issue with one of our Chrysler
> > Advisors.
> > >
> > > Chrysler Brand: 800-247-9753
> > >
> > > FCA Brand : 800-247-9753
> > >
> > >
> > >
> > > For any future communication related to this email, please refer to
> > > reference number[redacted].
> > >
> > > Sincerely,
> > >
> > > The Chrysler Brand
> > >
> > >
> > > To view the Chrysler Privacy Policy, visit
> > >[redacted]
[redacted]>[redacted]
> > >
> > > ref:_[redacted]:ref
> >
> >
>
>

Date	08/24/2019	***Subject***	Re: Help [r[redacted]ef]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/24/2019 16:10 PM

I will see if I can convert it or rescan it to be a PDF.

On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

>
> Hello [redacted]
>
> The pictures you sent in, Is there anyway you can upload them as a PDF. We
> are unable to look at them, at that time I can send this for further
> consideration.
>
>
> Thank You,
> Christine
> Chrysler Customer Care
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 8/23/2019 10:09 PM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Help [ref:_[redacted]:ref]
>
> Hello Christine,
> I was able to fine all the receipts. I apologize for it taking so long, but
> I had last years receipts in the garage and it wasn't where it was supposed
> to be. I have attached the receipts for the March 2018 when the water was
> in the engine, the ac repair that was this past May 2019, and then the two
> of the three window repairs (Oct 2018 and June 2019). I didn't get a
> receipt for the last one since I didn't pay for the repair since it was
> still under the repair shops warranty.
> I know that you had said that my van is no longer under warranty and so I
> couldn't get repairs covered, but I want ask again if there is anything
> that can be done to help with my sliding side door not locking. First, I
> have no idea how long that door has not been working and for all I know it
> hasn't been working properly for years. It isnt something that I thought I
> needed to double check and honestly I shouldnt have had too. Second, after
> researching the issue online, this is something that has been a a problem
> with Chrysler for years. I saw reports about it as far back as 2009! I just
> feel that if this is a know issue of Chrysler, it has been an issue for so
> long and it isn't just my van that Chrysler should be willing to fix it.
> If you need anything else please let me know.
>
> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
>
> >
> > Hello [redacted]
> >
> > I am just looking for an update to add to your case.
> >
> > Have you found your receipts, so we can proceed with this case?
> >
> > Thank You,
> > Christine
> > Chrysler Customer Care
> >
> >
> > ---------- Original Message ----------
> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> > Sent: 8/19/2019 12:47 PM
> > To: [redacted]m
> > Subject: Re: Help [ref:_0[redacted]ref]
> >
> > Hello [redacted]
> >
> > I am just looking for an update to add to your case.
> >
> > Have you found your receipts, so we can proceed with this case?
> >
> > Thank You,
> > Christine
> > Chrysler Customer Care
> >
> >
> > ---------- Original Message ----------
> > From[redacted]]
> > Sent: 8/14/2019 10:05 PM
> > To: chryslercustomercare@fcagroup.com
> > Subject: Re: Help [ref:_[redacted]:ref]
> >
> > Ok, give me a few days to track down all my receipts.
> >
> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
> > chryslercustomercare@fcagroup.com> wrote:
> >

> > >
> > >
> > >

> > >
> > > Please leave this with me for 1-2 days and I will see what I can figure
> > > out and how we can proceed further.
> > >
> > > Thank you,
> > > Christine
> > > Chrysler Customer Care
> > >
> > >
> > > ---------- Original Message ----------
> > > From: [redacted]]
> > > Sent: 8/11/2019 9:15 PM
> > > To: chryslercustomercare@fcagroup.com
> > > Subject: Re: Help [ref[redacted]ref]
> > >
> > > Hello Christine,
> > >
> > > The issues all started about a year an a half ago. I called Moore
> > Chrysler
> > > where I had taken my van before in March 2018 to find out when my
> > warranty
> > > was up since I could remember the date it was up and was told it have
> > > expired already. Come to find out it was actually still good until May
> > 2018
> > > and I probably could have had it fixed for free instead of spending
> about
> > > $500. For a couple of months before that, my van would shake a little
> > when
> > > idling and it went from barely noticeable to shaking a lot pretty
> quickly
> > > as well as the engine got louder. Since I was told the warranty was
> > > expired, I took it to my own mechanic Joe Hahn, from Hahn's Automotive
> > > (602)592-6958. He took a look and he found a lot of water in my engine
> > and
> > > it had caused spark plugs to stop firing or not fire correctly. I am
> not
> > > car savvy, so I apologize if I am not describing this well. He also had
> > > told me that the spark plugs looked like they came from a engine that
> had
> > > over 100K miles on it when I only had barley 30K. He asked if I have my
> > > van pressure washed, detailed or if I drove through a flooded area. The
> > > answer was no to all of them. I did go through a drive thru car wash
> once
> > > or twice, which shouldn't put water in the engine, other than that
> > nothing.
> > > So the engine was fixed March of 2018 and it seems like the same thing
> is
> > > starting again. It is starting to idle rougher but it isn't noticeable
> to
> > > my husband who isn't in my van often,
> > >
> > > The first window , the passenger side front window, fell October 2018.
> It
> > > was the regulator that broke. I just had this same window fixed again
> on
> > > Wednesday (08/07/19), luckily for free since it had been less than a
> year
> > > and was under warranty still. The driver side front window fell a
> couple
> > > of months ago in June 2019. Luckily, my glass didn't break or shatter
> > when
> > > they fell any of those times.
> > >
> > > My A/C started acting up once I started needing to use it this year in
> > > about April/May. (I live in Glendale, AZ and it gets hot early). It
> made
> > a
> > > clicking type noise and would only get cold when I was moving about
> > 30-40+
> > > MPH. Whenever I would go slowly like in traffic or be stop at a light
> the
> > > air would get warm to hot very fast until I started going again. I dont
> > > remember what Joe said he needed to replace, I think a compressor and a
> > few
> > > other parts, but the pressure was getting really high before he fixed
> it
> > > and could cause some major issues.
> > >
> > > My driver side mirror just recently stopped being able to be moved by
> the
> > > inside power adjustment button. I have not gotten it fixed yet since I
> am
> > > able to manually adjust it for the time being.
> > >
> > > The passenger side sliding door does not lock/unlock with the key fob.
> I

> > do
> > > not know when this started because I just realized that it was unlocked
> > > even though the rest of the van was locked a couple of weeks ago. I
> have
> > a
> > > feeling that it has been like this for a year or more though. My kids
> > from
> > > time to time have had been able to open that door using the handle even
> > > though the van was locked and I just assumed that I might have
> > accidentally
> > > hit the key to unlock it or something along those lines. I hadn't
> > realized
> > > that it had always unlocked and able to get into until a week or so
> ago.
> > I
> > > have been so lucky that no one has gotten into my van that wasn't
> > supposed
> > > to. I have not had this fixed yet and I am just keeping it locked all
> the
> > > time and need to unlock it from the inside each time my kids need to
> get
> > in
> > > on that side. I have a car seat on the opposite side so my older boys
> > need
> > > to get in and out of the broken side most days. Its really
> inconvenient.
> > >
> > > I bought my van brand new on May 1, 2015 from Jones Ford in Wickenburg,
> > AZ.
> > >
> > > Please let me know if you need anymore information.
> > > Thanks so much.
> > > [redacted]
> > >
> > >
> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
> > > chryslercustomercare@fcagroup.com> wrote:
> > >
> > > > Hell[redacted],
> > > >
> > > > Thank you for contacting Chrysler Customer Care.
> > > >
> > > > Thank you for the opportunity to assist you, iI would certainly be
> > happy
> > > > to see what I can do for you.
> > > >
> > > > I understand how frustrating this must be with multiple issues, as I
> > > would
> > > > be frustrated in this situation myself.
> > > >
> > > > I just need a few pieces of information from you, If you could supply
> > > them
> > > > and I can try and see what I can do from my end.
> > > >
> > > > If you could provide me with Possible dates, that the issues started
> in
> > > > detail, as well as the contact information to the dealer you have
> taken
> > > the
> > > > vehicle to after the water issue started, and any other dealers that
> > have
> > > > provided you with diagnoses on the vehicle.
> > > >
> > > > This will help me to get a better understanding of the vehicle and
> its
> > > > component issues.
> > > >
> > > > If you can respond to this email or call us at Chrysler Customer Care
> > at
> > > > 800-726-4636 and reference case number 59511059, and any agent would
> be
> > > > happy to assist in updating this information.
> > > >
> > > > Best Wishes,
> > > > Christine
> > > > Chrysler Customer Care
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > > Sent: 8/6/2019 1:01 PM
> > > > To: [redacted]
> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
> > > >
> > > > Your inquiry has been received by the Chrysler Customer Care. We
> > > > appreciate your contact with us and look forward to getting back with

> > you
> > > > as soon as possible.
> > > >
> > > > To ensure a prompt response, please add to your Safe Senders list,
> > > Address
> > > > Book or Contact List. Please also monitor your Junk Mail or Spam
> Folder
> > > for
> > > > our response.
> > > >
> > > > Should this matter be urgent, or if you desire a quicker response,
> > please
> > > > contact us by phone to discuss your issue with one of our Chrysler
> > > Advisors.
> > > >
> > > > Chrysler Brand: 800-247-9753
> > > >
> > > > FCA Brand : 800-247-9753
> > > >
> > > >
> > > >
> > > > For any future communication related to this email, please refer to
> > > > reference numbe[redacted]
> > > >
> > > > Sincerely,
> > > >
> > > > The Chrysler Brand
> > > >
> > > >
> > > > To view the Chrysler Privacy Policy, visit
> > > >
> > [redacted]
> > >
> >
> >
>
>

Date	08/24/2019	***Subject***	Re: Help [ref[redacted]ef]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/24/2019 17:52 PM

Here is a PDF of the receipts. I accidentally scanned one receipt twice but it all saved together so I couldn't omit it. If there is anything else you need from me please let me know.

On Sat, Aug 24, 2019, 9:10 AM [redacted] > wrote:

> I will see if I can convert it or rescan it to be a PDF.
>
> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
>
>>
>> Hello [redacted]
>>
>> The pictures you sent in, Is there anyway you can upload them as a PDF.
>> We are unable to look at them, at that time I can send this for further
>> consideration.
>>
>>
>> Thank You,
>> Christine
>> Chrysler Customer Care
>>
>> ---------- Original Message ----------
>> From: [redacted]
>> Sent: 8/23/2019 10:09 PM
>> To: chryslercustomercare@fcagroup.com
>> Subject: Re: Help [ref [redacted] f]
>>
>> Hello Christine,
>> I was able to fine all the receipts. I apologize for it taking so long,
>> but
>> I had last years receipts in the garage and it wasn't where it was
>> supposed
>> to be. I have attached the receipts for the March 2018 when the water was
>> in the engine, the ac repair that was this past May 2019, and then the two
>> of the three window repairs (Oct 2018 and June 2019). I didn't get a
>> receipt for the last one since I didn't pay for the repair since it was
>> still under the repair shops warranty.
>> I know that you had said that my van is no longer under warranty and so I
>> couldn't get repairs covered, but I want ask again if there is anything
>> that can be done to help with my sliding side door not locking. First, I
>> have no idea how long that door has not been working and for all I know it
>> hasn't been working properly for years. It isnt something that I thought I
>> needed to double check and honestly I shouldnt have had too. Second, after
>> researching the issue online, this is something that has been a a problem
>> with Chrysler for years. I saw reports about it as far back as 2009! I
>> just
>> feel that if this is a know issue of Chrysler, it has been an issue for so
>> long and it isn't just my van that Chrysler should be willing to fix it.
>> If you need anything else please let me know.
>>
>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>> chryslercustomercare@fcagroup.com> wrote:
>>
>> >
>> > Hello [redacted]
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>> > I am just looking for an update to add to your case.
>> >
>> > Have you found your receipts, so we can proceed with this case?
>> >
>> > Thank You,
>> > Christine
>> > Chrysler Customer Care
>> >
>> >
>> > ---------- Original Message ----------
>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>> > Sent: 8/19/2019 12:47 PM
>> > To: [redacted]
>> > Subject: Re: Help [[redacted]
>> >
>> > Hello [redacted]
>> >
>> > I am just looking for an update to add to your case.
>> >
>> > Have you found your receipts, so we can proceed with this case?
>> >
>> > Thank You,
>> > Christine
>> > Chrysler Customer Care
>> >
>> >
>> > ---------- Original Message ----------
>> > From: [redacted]]

>> > Sent: 8/14/2019 10:05 PM
>> > To: chryslercustomercare@fcagroup.com
>> > Subject: Re: Help [ref [redacted] ef]
>> >
>> > Ok, give me a few days to track down all my receipts.
>> >
>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>> > chryslercustomercare@fcagroup.com> wrote:
>> >
>> > >
>> > > >
>> > > >
>> >

>> > > Thank you for the information.
>> > >
>> > > I can certainly understand the frustration you are having. I will
>> make a
>> > > call to Joe Hahns, and see what information I can gather from him as
>> for
>> > > what was wrong and dates and mileage, and see if it falls within a
>> > warranty
>> > > category and time and see about a possible reimbursement.
>> > >
>> > > As for the Window issue and A/C those dates do put those out of
>> warranty,
>> > > I do understand the inconvenience though.
>> > >
>> > > Please leave this with me for 1-2 days and I will see what I can
>> figure
>> > > out and how we can proceed further.
>> > >
>> > > Thank you,
>> > > Christine
>> > > Chrysler Customer Care
>> > >
>> > >
>> > > ---------- Original Message ----------
>> > > From: [redacted]]
>> > > Sent: 8/11/2019 9:15 PM
>> > > To: chryslercustomercare@fcagroup.com
>> > > Subject: Re: Help [ref[redacted]:ref]
>> > >
>> > > Hello Christine,
>> > >
>> > > The issues all started about a year an a half ago. I called Moore
>> > Chrysler
>> > > where I had taken my van before in March 2018 to find out when my
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>> > > was up since I could remember the date it was up and was told it have
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>> > > or twice, which shouldn't put water in the engine, other than that
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>> > > So the engine was fixed March of 2018 and it seems like the same
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>> > > starting again. It is starting to idle rougher but it isn't
>> noticeable to
>> > > my husband who isn't in my van often,
>> > >
>> > > The first window , the passenger side front window, fell October
>> 2018. It
>> > > was the regulator that broke. I just had this same window fixed again
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>> > > Wednesday (08/07/19), luckily for free since it had been less than a
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>> > > and was under warranty still. The driver side front window fell a
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>> > > of months ago in June 2019. Luckily, my glass didn't break or shatter
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>> > > they fell any of those times.
>> > >
>> > > My A/C started acting up once I started needing to use it this year in
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>> > a
>> > > clicking type noise and would only get cold when I was moving about
>> > 30-40+

>> > > MPH. Whenever I would go slowly like in traffic or be stop at a light
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>> > > air would get warm to hot very fast until I started going again. I
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>> > > remember what Joe said he needed to replace, I think a compressor and
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>> I am
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>> > > though the van was locked and I just assumed that I might have
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>> > > to. I have not had this fixed yet and I am just keeping it locked all
>> the
>> > > time and need to unlock it from the inside each time my kids need to
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>> > > in
>> > > on that side. I have a car seat on the opposite side so my older boys
>> > > need
>> > > to get in and out of the broken side most days. Its really
>> inconvenient.
>> > >
>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>> Wickenburg,
>> > > AZ.
>> > >
>> > > Please let me know if you need anymore information.
>> > > Thanks so much.
>> > > [redacted]
>> > >
>> > >
>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>> > > chryslercustomercare@fcagroup.com> wrote:
>> > >
>> > > > Hell[redacted]
>> > > >
>> > > > Thank you for contacting Chrysler Customer Care.
>> > > >
>> > > > Thank you for the opportunity to assist you, il would certainly be
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>> > > > to see what I can do for you.
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>> > > > I understand how frustrating this must be with multiple issues, as I
>> > > > would
>> > > > be frustrated in this situation myself.
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>> > > > I just need a few pieces of information from you, If you could
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>> > > > and I can try and see what I can do from my end.
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>> > > > If you could provide me with Possible dates, that the issues
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>> > > > vehicle to after the water issue started, and any other dealers that
>> > > have
>> > > > provided you with diagnoses on the vehicle.
>> > > >

>> > > > This will help me to get a better understanding of the vehicle and
>> its
>> > > > component issues.
>> > > >
>> > > > If you can respond to this email or call us at Chrysler Customer
>> Care
>> > at
>> > > > 800-726-4636 and reference case number [redacted] and any agent
>> would be
>> > > > happy to assist in updating this information.
>> > > >
>> > > > Best Wishes,
>> > > > Christine
>> > > > Chrysler Customer Care
>> > > >
>> > > >
>> > > > ---------- Original Message ----------
>> > > > From: US Customer Care [uscustomercare@fcagroup.com]
>> > > > Sent: 8/6/2019 1:01 PM
>> > > > To [redacted]
>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>> *****
>> > > >
>> > > > Your inquiry has been received by the Chrysler Customer Care. We
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>> > > > To ensure a prompt response, please add to your Safe Senders list,
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>> Folder
>> > > for
>> > > > our response.
>> > > >
>> > > > Should this matter be urgent, or if you desire a quicker response,
>> > please
>> > > > contact us by phone to discuss your issue with one of our Chrysler
>> > > Advisors.
>> > > >
>> > > > Chrysler Brand: 800-247-9753
>> > > >
>> > > > FCA Brand : 800-247-9753
>> > > >
>> > > >
>> > > >
>> > > >
>> > > > For any future communication related to this email, please refer to
>> > > > reference number [redacted]
>> > > >
>> > > > Sincerely,
>> > > >
>> > > > The Chrysler Brand
>> > > >
>> > > >
>> > > > To view the Chrysler Privacy Policy, visit
>> > > [redacted]
>> > >
>> >
>> >
>>
>>

Date	08/24/2019	***Subject***	File was not sent due to some technical issue [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/24/2019 17:53 PM

Hello,

Due to some technical issue, file was not sent.

Please try sending file again.

Thank you!
[redacted]ref]

Date	08/24/2019	***Subject***	Re: Help [re [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/24/2019 17:56 PM

On Sat, Aug 24, 2019, 10:51 AM [redacted] > wrote:

> Here is a PDF of the receipts. I accidentally scanned one receipt twice
> but it all saved together so I couldn't omit it. If there is anything else
> you need from me please let me know.
>
> On Sat, Aug 24, 2019, 9:10 AM [redacted] > wrote:
>
>> I will see if I can convert it or rescan it to be a PDF.
>>
>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
>> chryslercustomercare@fcagroup.com> wrote:
>>
>>>
>>> Hello [redacted]
>>>
>>> The pictures you sent in, Is there anyway you can upload them as a PDF.
>>> We are unable to look at them, at that time I can send this for further
>>> consideration.
>>>
>>>
>>> Thank You,
>>> Christine
>>> Chrysler Customer Care
>>>
>>> ---------- Original Message ----------
>>> From: [redacted]]
>>> Sent: 8/23/2019 10:09 PM
>>> To: chryslercustomercare@fcagroup.com
>>> Subject: Re: Help [ref:_[redacted]]
>>>
>>> Hello Christine,
>>> I was able to fine all the receipts. I apologize for it taking so long,
>>> but
>>> I had last years receipts in the garage and it wasn't where it was
>>> supposed
>>> to be. I have attached the receipts for the March 2018 when the water was
>>> in the engine, the ac repair that was this past May 2019, and then the
>>> two
>>> of the three window repairs (Oct 2018 and June 2019). I didn't get a
>>> receipt for the last one since I didn't pay for the repair since it was
>>> still under the repair shops warranty.
>>> I know that you had said that my van is no longer under warranty and so I
>>> couldn't get repairs covered, but I want ask again if there is anything
>>> that can be done to help with my sliding side door not locking. First, I
>>> have no idea how long that door has not been working and for all I know
>>> it
>>> hasn't been working properly for years. It isnt something that I thought
>>> I
>>> needed to double check and honestly I shouldnt have had too. Second,
>>> after
>>> researching the issue online, this is something that has been a a problem
>>> with Chrysler for years. I saw reports about it as far back as 2009! I
>>> just
>>> feel that if this is a know issue of Chrysler, it has been an issue for
>>> so
>>> long and it isn't just my van that Chrysler should be willing to fix it.
>>> If you need anything else please let me know.
>>>
>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>>> chryslercustomercare@fcagroup.com> wrote:
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>>> > Hello [redacted]
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>>> > I am just looking for an update to add to your case.
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>>> > Thank You,
>>> > Christine
>>> > Chrysler Customer Care
>>> >
>>> >
>>> > ---------- Original Message ----------
>>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>> > Sent: 8/19/2019 12:47 PM
>>> > To: [redacted]om
>>> > Subject: Re: Help [ref:_[redacted]]
>>> >
>>> > Hello [redacted]
>>> >
>>> > I am just looking for an update to add to your case.
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>>> > Have you found your receipts, so we can proceed with this case?
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>>> > Thank You,
>>> > Christine
>>> > Chrysler Customer Care
>>> >
>>> >
>>> > ---------- Original Message ----------
>>> > From: [redacted]]
>>> > Sent: 8/14/2019 10:05 PM
>>> > To: chryslercustomercare@fcagroup.com
>>> > Subject: Re: Help [ref:_0[redacted]:ref]
>>> >
>>> > Ok, give me a few days to track down all my receipts.
>>> >
>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>>> > chryslercustomercare@fcagroup.com> wrote:
>>> >
>>> > > >
>>> > > >
>>> > >

>>> > > *Best Wishes, Christine Chrysler Customer care*
>>> > >
>>> > >
>>> > >
>>> > > ---------- Original Message ----------
>>> > > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>> > > Sent: 8/13/2019 12:24 PM
>>> > > To: [redacted]m
>>> > > Subject: Re: Help [ref:_[redacted]]
>>> > >
>>> > > Hello[redacted]
>>> > >
>>> > > Thank you for the information.
>>> > >
>>> > > I can certainly understand the frustration you are having. I will
>>> make a
>>> > > call to Joe Hahns, and see what information I can gather from him as
>>> for
>>> > > what was wrong and dates and mileage, and see if it falls within a
>>> > warranty
>>> > > category and time and see about a possible reimbursement.
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>>> > > As for the Window issue and A/C those dates do put those out of
>>> warranty,
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>>> > > Chrysler Customer Care
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>>> > > From: [redacted]]
>>> > > Sent: 8/11/2019 9:15 PM
>>> > > To: chryslercustomercare@fcagroup.com
>>> > > Subject: Re: Help [ref[redacted]:ref]
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>>> > > Hello Christine,
>>> > >
>>> > > The issues all started about a year an a half ago. I called Moore
>>> > Chrysler
>>> > > where I had taken my van before in March 2018 to find out when my
>>> > warranty
>>> > > was up since I could remember the date it was up and was told it have
>>> > > expired already. Come to find out it was actually still good until
>>> May
>>> > 2018
>>> > > and I probably could have had it fixed for free instead of spending
>>> about
>>> > > $500. For a couple of months before that, my van would shake a little
>>> > when
>>> > > idling and it went from barely noticeable to shaking a lot pretty
>>> quickly
>>> > > as well as the engine got louder. Since I was told the warranty was
>>> > > expired, I took it to my own mechanic Joe Hahn, from Hahn's
>>> Automotive
>>> > > (602)592-6958. He took a look and he found a lot of water in my
>>> engine
>>> > and
>>> > > it had caused spark plugs to stop firing or not fire correctly. I am
>>> not
>>> > > car savvy, so I apologize if I am not describing this well. He also
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>>> > > told me that the spark plugs looked like they came from a engine
>>> that had
>>> > > over 100K miles on it when I only had barley 30K. He asked if I have
>>> my
>>> > > van pressure washed, detailed or if I drove through a flooded area.
>>> The
>>> > > answer was no to all of them. I did go through a drive thru car wash
>>> once
>>> > > or twice, which shouldn't put water in the engine, other than that
>>> > nothing.
>>> > > So the engine was fixed March of 2018 and it seems like the same
>>> thing is
>>> > > starting again. It is starting to idle rougher but it isn't
>>> noticeable to
>>> > > my husband who isn't in my van often,
>>> > >
>>> > > The first window , the passenger side front window, fell October
>>> 2018. It
>>> > > was the regulator that broke. I just had this same window fixed

>>> again on
>>> > > Wednesday (08/07/19), luckily for free since it had been less than a
>>> year
>>> > > and was under warranty still. The driver side front window fell a
>>> couple
>>> > > of months ago in June 2019. Luckily, my glass didn't break or shatter
>>> > when
>>> > > they fell any of those times.
>>> > >
>>> > > My A/C started acting up once I started needing to use it this year
>>> in
>>> > > about April/May. (I live in Glendale, AZ and it gets hot early). It
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>>> > > clicking type noise and would only get cold when I was moving about
>>> > 30-40+
>>> > > MPH. Whenever I would go slowly like in traffic or be stop at a
>>> light the
>>> > > air would get warm to hot very fast until I started going again. I
>>> dont
>>> > > remember what Joe said he needed to replace, I think a compressor
>>> and a
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>>> > > other parts, but the pressure was getting really high before he
>>> fixed it
>>> > > and could cause some major issues.
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>>> > > My driver side mirror just recently stopped being able to be moved
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>>> > > inside power adjustment button. I have not gotten it fixed yet since
>>> I am
>>> > > able to manually adjust it for the time being.
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>>> > > The passenger side sliding door does not lock/unlock with the key
>>> fob. I
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>>> > > not know when this started because I just realized that it was
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>>> > > even though the rest of the van was locked a couple of weeks ago. I
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>>> > a
>>> > > feeling that it has been like this for a year or more though. My kids
>>> > from
>>> > > time to time have had been able to open that door using the handle
>>> even
>>> > > though the van was locked and I just assumed that I might have
>>> > accidentally
>>> > > hit the key to unlock it or something along those lines. I hadn't
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>>> > > that it had always unlocked and able to get into until a week or so
>>> ago.
>>> > I
>>> > > have been so lucky that no one has gotten into my van that wasn't
>>> > supposed
>>> > > to. I have not had this fixed yet and I am just keeping it locked
>>> all the
>>> > > time and need to unlock it from the inside each time my kids need to
>>> get
>>> > in
>>> > > on that side. I have a car seat on the opposite side so my older boys
>>> > need
>>> > > to get in and out of the broken side most days. Its really
>>> inconvenient.
>>> > >
>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>>> Wickenburg,
>>> > AZ.
>>> > >
>>> > > Please let me know if you need anymore information.
>>> > > Thanks so much.
>>> > > [redacted]
>>> > >
>>> > >
>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>>> > > chryslercustomercare@fcagroup.com> wrote:
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>>> > > > Hell[redacted]
>>> > > >
>>> > > > Thank you for contacting Chrysler Customer Care.
>>> > > >
>>> > > > Thank you for the opportunity to assist you, il would certainly be
>>> > happy
>>> > > > to see what I can do for you.
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>>> > > > I understand how frustrating this must be with multiple issues, as
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>>> > > would
>>> > > > be frustrated in this situation myself.
>>> > > >
>>> > > > I just need a few pieces of information from you, If you could
>>> supply
>>> > > them
>>> > > > and I can try and see what I can do from my end.
>>> > > >
>>> > > > If you could provide me with Possible dates, that the issues
>>> started in
>>> > > > detail, as well as the contact information to the dealer you have
>>> taken
>>> > > the
>>> > > > vehicle to after the water issue started, and any other dealers
>>> that
>>> > have
>>> > > > provided you with diagnoses on the vehicle.
>>> > > >
>>> > > > This will help me to get a better understanding of the vehicle and
>>> its
>>> > > > component issues.
>>> > > >
>>> > > > If you can respond to this email or call us at Chrysler Customer
>>> Care
>>> > at
>>> > > > 800-726-4636 and reference case number [redacted], and any agent
>>> would be
>>> > > > happy to assist in updating this information.
>>> > > >
>>> > > > Best Wishes,
>>> > > > Christine
>>> > > > Chrysler Customer Care
>>> > > >
>>> > > >
>>> > > > ---------- Original Message ----------
>>> > > > From: US Customer Care [uscustomercare@fcagroup.com]
>>> > > > Sent: 8/6/2019 1:01 PM
>>> > > > To [redacted]
>>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>>> *****
>>> > > >
>>> > > > Your inquiry has been received by the Chrysler Customer Care. We
>>> > > > appreciate your contact with us and look forward to getting back
>>> with
>>> > you
>>> > > > as soon as possible.
>>> > > >
>>> > > > To ensure a prompt response, please add to your Safe Senders list,
>>> > > Address
>>> > > > Book or Contact List. Please also monitor your Junk Mail or Spam
>>> Folder
>>> > > for
>>> > > > our response.
>>> > > >
>>> > > > Should this matter be urgent, or if you desire a quicker response,
>>> > please
>>> > > > contact us by phone to discuss your issue with one of our Chrysler
>>> > > Advisors.
>>> > > >
>>> > > > Chrysler Brand: 800-247-9753
>>> > > >
>>> > > > FCA Brand : 800-247-9753
>>> > > >
>>> > > >
>>> > > >
>>> > > > For any future communication related to this email, please refer to
>>> > > > reference number [redacted].
>>> > > >
>>> > > > Sincerely,
>>> > > >
>>> > > > The Chrysler Brand
>>> > > >
>>> > > >
>>> > > > To view the Chrysler Privacy Policy, visit
>>> > > >
>>> > > > [redacted]
>>> > > >
>>> > > > [redacted]
>>> > > >
>>> > > >
>>> > >
>>> >
>>>
>>>

Date	08/24/2019	**Subject**	File was not sent due to some technical issue [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	08/24/2019 17:57 PM

Hello,

Due to some technical issue, file was not sent.

Please try sending file again.

Thank you!

[redacted]

Date	08/24/2019	**Subject**	Re: Help [redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	08/24/2019 18:02 PM

I've sent a PDF twice and I keep getting a response from Chrysler saying
there's technical issues to resend. I'm working on figuring out the issue.
Please let me know if and when the documents are received.

On Sat, Aug 24, 2019, 10:56 AM [redacted] > wrote:

>
> On Sat, Aug 24, 2019, 10:51 AM [redacted] > wrote:
>
>> Here is a PDF of the receipts. I accidentally scanned one receipt twice
>> but it all saved together so I couldn't omit it. If there is anything else
>> you need from me please let me know.
>>
>> On Sat, Aug 24, 2019, 9:10 AM [redacted] > wrote:
>>
>>> I will see if I can convert it or rescan it to be a PDF.
>>>
>>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
>>> chryslercustomercare@fcagroup.com> wrote:
>>>
>>>>
>>>> Hello [redacted] ,
>>>>
>>>> The pictures you sent in, Is there anyway you can upload them as a PDF.
>>>> We are unable to look at them, at that time I can send this for further
>>>> consideration.
>>>>
>>>>
>>>> Thank You,
>>>> Christine
>>>> Chrysler Customer Care
>>>>
>>>> ---------- Original Message ----------
>>>> From: [redacted]]
>>>> Sent: 8/23/2019 10:09 PM
>>>> To: chryslercustomercare@fcagroup.com
>>>> Subject: Re: Help [redacted]
>>>>
>>>> Hello Christine,
>>>> I was able to fine all the receipts. I apologize for it taking so long,
>>>> but
>>>> I had last years receipts in the garage and it wasn't where it was
>>>> supposed
>>>> to be. I have attached the receipts for the March 2018 when the water
>>>> was
>>>> in the engine, the ac repair that was this past May 2019, and then the
>>>> two
>>>> of the three window repairs (Oct 2018 and June 2019). I didn't get a
>>>> receipt for the last one since I didn't pay for the repair since it was
>>>> still under the repair shops warranty.
>>>> I know that you had said that my van is no longer under warranty and so
>>>> I
>>>> couldn't get repairs covered, but I want ask again if there is anything
>>>> that can be done to help with my sliding side door not locking. First, I
>>>> have no idea how long that door has not been working and for all I know
>>>> it
>>>> hasn't been working properly for years. It isnt something that I
>>>> thought I
>>>> needed to double check and honestly I shouldnt have had too. Second,
>>>> after
>>>> researching the issue online, this is something that has been a a
>>>> problem
>>>> with Chrysler for years. I saw reports about it as far back as 2009! I
>>>> just
>>>> feel that if this is a know issue of Chrysler, it has been an issue for
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>>>> long and it isn't just my van that Chrysler should be willing to fix it.
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>>>> > Hello [redacted]
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>>>> > I am just looking for an update to add to your case.
>>>> >
>>>> > Have you found your receipts, so we can proceed with this case?
>>>> >
>>>> > Thank You,
>>>> > Christine
>>>> > Chrysler Customer Care
>>>> >
>>>> >
>>>> > ---------- Original Message ----------
>>>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]

>>>> > Sent: 8/19/2019 12:47 PM
>>>> > To [redacted]
>>>> > Subject: Re: Help [ref [redacted]]
>>>> >
>>>> > Hello [redacted] ,
>>>> >
>>>> > I am just looking for an update to add to your case.
>>>> >
>>>> > Have you found your receipts, so we can proceed with this case?
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>>>> > Thank You,
>>>> > Christine
>>>> > Chrysler Customer Care
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>>>> >
>>>> > ---------- Original Message ----------
>>>> > From: [redacted]]
>>>> > Sent: 8/14/2019 10:05 PM
>>>> > To: chryslercustomercare@fcagroup.com
>>>> > Subject: Re: Help [ref [redacted]]
>>>> >
>>>> > Ok, give me a few days to track down all my receipts.
>>>> >
>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
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>>>> > > >
>>>> > > >
>>>> > > > *Hello [redacted] I have spoken with Joe from Hahn's, He has informed me
>>>> > of
>>>> > > the
>>>> > > > following repairs, Mar 2018 Spark Plugs Coil Packs Alternator Oct
>>>> > 2018
>>>> > > > Passenger window regulator May 2019 AC compressor Condenser Valve
>>>> > Flush
>>>> > > > July 2019 Driver window regulator I have looked and in fact your
>>>> > Basic
>>>> > > > Warranty would have expired in May 2018, making that first repair
>>>> > > > warrantable. I would like you to send me the Repair Order and Proof
>>>> > of
>>>> > > > Payment for all these repairs you have paid for out of pocket since
>>>> > Mar
>>>> > > > 2018. Once I receive these I will send this to case management to
>>>> > review
>>>> > > > for a possible reimbursement request. I would also like to provide
>>>> > you
>>>> > > with
>>>> > > > the updated warranty information for the warranty you have left.*
>>>> > > >
>>>> > > > *Power Train Warranty*- expires May 2020 or at 100,000miles- so
>>>> > (months
>>>> > > > left or 54,500 Miles whichever comes first.
>>>> > > >
>>>> > > > *Corrosion Warranty*- May 2020 so 9 months left
>>>> > > >
>>>> > > > *Major emissions comp Warranty*- May 2023, or 80,000miles- so
>>>> > either 44
>>>> > > > months, or 34,500 miles whichever comes first.
>>>> > > >

>>>> > >
>>>> > >
>>>> > > *Thank you for your continued loyalty, I look forward to hearing
>>>> from
>>>> > you.
>>>> > > Please respond Via Email or contact us at Chrysler Customer Care at
>>>> > > 800-247-9753 and reference case @ 59511059 and any agent can assist
>>>> you.*
>>>> > >
>>>> > >
>>>> > >
>>>> > > *Best Wishes, Christine Chrysler Customer care*
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>>>> > > ---------- Original Message ----------
>>>> > > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>>> > > Sent: 8/13/2019 12:24 PM
>>>> > > To: [redacted]
>>>> > > Subject: Re: Help [ref [redacted]]
>>>> > >
>>>> > > Hello [redacted]
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>>>> > > Thank you for the information.
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>>>> > > I can certainly understand the frustration you are having. I will
>>>> make a
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>>>> > > As for the Window issue and A/C those dates do put those out of
>>>> warranty,
>>>> > > I do understand the inconvenience though.
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>>>> > > Chrysler Customer Care
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>>>> > >
>>>> > > ---------- Original Message ----------
>>>> > > From: [redacted]]
>>>> > > Sent: 8/11/2019 9:15 PM
>>>> > > To: chryslercustomercare@fcagroup.com
>>>> > > Subject: Re: Help [ref:_[redacted]f]
>>>> > >
>>>> > > Hello Christine,
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>>>> > > The issues all started about a year an a half ago. I called Moore
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>>>> > > where I had taken my van before in March 2018 to find out when my
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>>>> wash once
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>>>> > > So the engine was fixed March of 2018 and it seems like the same
>>>> thing is
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>>>> > > my husband who isn't in my van often,
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>>>> > > The first window , the passenger side front window, fell October
>>>> 2018. It
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>>>> > > to get in and out of the broken side most days. Its really
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>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
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>>>> > AZ.
>>>> > >
>>>> > > Please let me know if you need anymore information.
>>>> > > Thanks so much.

>>>> > > [redacted]
>>>> > >
>>>> > >
>>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>>>> > > chryslercustomercare@fcagroup.com> wrote:
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>>>> > > > Hell[redacted]
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>>>> > > > Thank you for contacting Chrysler Customer Care.
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>>>> > > > Thank you for the opportunity to assist you, il would certainly be
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>>>> > > > Christine
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>>>> > > > Sent: 8/6/2019 1:01 PM
>>>> > > > To:[redacted]
>>>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>>>> *****
>>>> > > >
>>>> > > > Your inquiry has been received by the Chrysler Customer Care. We
>>>> > > > appreciate your contact with us and look forward to getting back
>>>> with
>>>> > you
>>>> > > > as soon as possible.
>>>> > > >
>>>> > > > To ensure a prompt response, please add to your Safe Senders list,
>>>> > > Address
>>>> > > > Book or Contact List. Please also monitor your Junk Mail or Spam
>>>> Folder
>>>> > > for
>>>> > > > our response.
>>>> > > >
>>>> > > > Should this matter be urgent, or if you desire a quicker response,
>>>> > please
>>>> > > > contact us by phone to discuss your issue with one of our Chrysler
>>>> > > Advisors.
>>>> > > >
>>>> > > > Chrysler Brand: 800-247-9753
>>>> > > >
>>>> > > > FCA Brand : 800-247-9753
>>>> > > >
>>>> > > >
>>>> > > >
>>>> > > > For any future communication related to this email, please refer
>>>> to
>>>> > > > reference number[redacted]
>>>> > > >
>>>> > > > Sincerely,

>>>> > > >
>>>> > > > The Chrysler Brand
>>>> > > >
>>>> > > >
>>>> > > > To view the Chrysler Privacy Policy, visit
>>>> > > >
>>>> > > > [redacted]
>>>> > > >
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Date	08/24/2019	***Subject***	Re: Help [ref: [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/24/2019 18:08 PM

On Sat, Aug 24, 2019, 11:01 AM [redacted] > wrote:

> I've sent a PDF twice and I keep getting a response from Chrysler saying
> there's technical issues to resend. I'm working on figuring out the issue.
> Please let me know if and when the documents are received.
>
> On Sat, Aug 24, 2019, 10:56 AM [redacted] > wrote:
>
>>
>> On Sat, Aug 24, 2019, 10:51 AM [redacted] > wrote:
>>
>>> Here is a PDF of the receipts. I accidentally scanned one receipt twice
>>> but it all saved together so I couldn't omit it. If there is anything else
>>> you need from me please let me know.
>>>
>>> On Sat, Aug 24, 2019, 9:10 AM [redacted] wrote:
>>>
>>>> I will see if I can convert it or rescan it to be a PDF.
>>>>
>>>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
>>>> chryslercustomercare@fcagroup.com> wrote:
>>>>
>>>>>
>>>>> Hello [redacted],
>>>>>
>>>>> The pictures you sent in, Is there anyway you can upload them as a
>>>>> PDF. We are unable to look at them, at that time I can send this for
>>>>> further consideration.
>>>>>
>>>>>
>>>>> Thank You,
>>>>> Christine
>>>>> Chrysler Customer Care
>>>>>
>>>>> ---------- Original Message ----------
>>>>> From: [redacted]
>>>>> Sent: 8/23/2019 10:09 PM
>>>>> To: chryslercustomercare@fcagroup.com
>>>>> Subject: Re: Help [ref:_[redacted]:ref]
>>>>>
>>>>> Hello Christine,
>>>>> I was able to fine all the receipts. I apologize for it taking so
>>>>> long, but
>>>>> I had last years receipts in the garage and it wasn't where it was
>>>>> supposed
>>>>> to be. I have attached the receipts for the March 2018 when the water
>>>>> was
>>>>> in the engine, the ac repair that was this past May 2019, and then the
>>>>> two
>>>>> of the three window repairs (Oct 2018 and June 2019). I didn't get a
>>>>> receipt for the last one since I didn't pay for the repair since it was
>>>>> still under the repair shops warranty.
>>>>> I know that you had said that my van is no longer under warranty and
>>>>> so I
>>>>> couldn't get repairs covered, but I want ask again if there is anything
>>>>> that can be done to help with my sliding side door not locking. First,
>>>>> I
>>>>> have no idea how long that door has not been working and for all I
>>>>> know it
>>>>> hasn't been working properly for years. It isnt something that I
>>>>> thought I
>>>>> needed to double check and honestly I shouldnt have had too. Second,
>>>>> after
>>>>> researching the issue online, this is something that has been a a
>>>>> problem
>>>>> with Chrysler for years. I saw reports about it as far back as 2009! I
>>>>> just
>>>>> feel that if this is a know issue of Chrysler, it has been an issue
>>>>> for so
>>>>> long and it isn't just my van that Chrysler should be willing to fix
>>>>> it.
>>>>> If you need anything else please let me know.
>>>>>
>>>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>>>>> chryslercustomercare@fcagroup.com> wrote:
>>>>>
>>>>> >
>>>>> > Hello [redacted],
>>>>> >
>>>>> > I am just looking for an update to add to your case.
>>>>> >
>>>>> > Have you found your receipts, so we can proceed with this case?
>>>>> >
>>>>> > Thank You,
>>>>> > Christine
>>>>> > Chrysler Customer Care

>>>>> >
>>>>> >
>>>>> > ---------- Original Message ----------
>>>>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>>>> > Sent: 8/19/2019 12:47 PM
>>>>> > To: [redacted]
>>>>> > Subject: Re: Help [ref [redacted]:ref]
>>>>> >
>>>>> > Hello [redacted],
>>>>> >
>>>>> > I am just looking for an update to add to your case.
>>>>> >
>>>>> > Have you found your receipts, so we can proceed with this case?
>>>>> >
>>>>> > Thank You,
>>>>> > Christine
>>>>> > Chrysler Customer Care
>>>>> >
>>>>> >
>>>>> > ---------- Original Message ----------
>>>>> > From [redacted]]
>>>>> > Sent: 8/14/2019 10:05 PM
>>>>> > To: chryslercustomercare@fcagroup.com
>>>>> > Subject: Re: Help [ref [redacted]:ref]
>>>>> >
>>>>> > Ok, give me a few days to track down all my receipts.
>>>>> >
>>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>>>>> > chryslercustomercare@fcagroup.com> wrote:
>>>>> >
>>>>> > > >
>>>>> > > >
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>>>>> > > >
>>>>> > > >
>>>>> > > > *Hello [redacted] I have spoken with Joe from Hahn's, He has informed
>>>>> me of
>>>>> > the
>>>>> > > > following repairs, Mar 2018 Spark Plugs Coil Packs Alternator Oct
>>>>> 2018
>>>>> > > > Passenger window regulator May 2019 AC compressor Condenser Valve
>>>>> Flush
>>>>> > > > July 2019 Driver window regulator I have looked and in fact your
>>>>> Basic
>>>>> > > > Warranty would have expired in May 2018, making that first repair
>>>>> > > > warrantable. I would like you to send me the Repair Order and
>>>>> Proof of
>>>>> > > > Payment for all these repairs you have paid for out of pocket
>>>>> since Mar
>>>>> > > > 2018. Once I receive these I will send this to case management to
>>>>> review
>>>>> > > > for a possible reimbursement request. I would also like to provide
>>>>> you
>>>>> > with
>>>>> > > > the updated warranty information for the warranty you have left.*
>>>>> > > >
>>>>> > > > *Power Train Warranty*- expires May 2020 or at 100,000miles- so
>>>>> (months
>>>>> > > > left or 54,500 Miles whichever comes first.
>>>>> > > >
>>>>> > > > *Corrosion Warranty*- May 2020 so 9 months left
>>>>> > > >

>>>>> > > *Major emissions comp Warranty*- May 2023, or 80,000miles- so
>>>>> either 44
>>>>> > > months, or 34,500 miles whichever comes first.
>>>>> > >
>>>>> > >
>>>>> > >
>>>>> > > *Thank you for your continued loyalty, I look forward to hearing
>>>>> from
>>>>> > you.
>>>>> > > Please respond Via Email or contact us at Chrysler Customer Care at
>>>>> > > 800-247-9753 and reference case @[redacted] and any agent can
>>>>> assist you.*
>>>>> > >
>>>>> > >
>>>>> > >
>>>>> > > *Best Wishes, Christine Chrysler Customer care*
>>>>> > >
>>>>> > >
>>>>> > >
>>>>> > > ---------- Original Message ----------
>>>>> > > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>>>> > > Sent: 8/13/2019 12:24 PM
>>>>> > > To: [redacted]
>>>>> > > Subject: Re: Help [ref[redacted]:ref]
>>>>> > >
>>>>> > > Hello[redacted],
>>>>> > >
>>>>> > > Thank you for the information.
>>>>> > >
>>>>> > > I can certainly understand the frustration you are having. I will
>>>>> make a
>>>>> > > call to Joe Hahns, and see what information I can gather from him
>>>>> as for
>>>>> > > what was wrong and dates and mileage, and see if it falls within a
>>>>> > warranty
>>>>> > > category and time and see about a possible reimbursement.
>>>>> > >
>>>>> > > As for the Window issue and A/C those dates do put those out of
>>>>> warranty,
>>>>> > > I do understand the inconvenience though.
>>>>> > >
>>>>> > > Please leave this with me for 1-2 days and I will see what I can
>>>>> figure
>>>>> > > out and how we can proceed further.
>>>>> > >
>>>>> > > Thank you,
>>>>> > > Christine
>>>>> > > Chrysler Customer Care
>>>>> > >
>>>>> > >
>>>>> > > ---------- Original Message ----------
>>>>> > > From: [redacted]]
>>>>> > > Sent: 8/11/2019 9:15 PM
>>>>> > > To: chryslercustomercare@fcagroup.com
>>>>> > > Subject: Re: Help [ref[redacted]:ref]
>>>>> > >
>>>>> > > Hello Christine,
>>>>> > >
>>>>> > > The issues all started about a year an a half ago. I called Moore
>>>>> > Chrysler
>>>>> > > where I had taken my van before in March 2018 to find out when my
>>>>> > warranty
>>>>> > > was up since I could remember the date it was up and was told it
>>>>> have
>>>>> > > expired already. Come to find out it was actually still good until
>>>>> May
>>>>> > 2018
>>>>> > > and I probably could have had it fixed for free instead of
>>>>> spending about
>>>>> > > $500. For a couple of months before that, my van would shake a
>>>>> little
>>>>> > when
>>>>> > > idling and it went from barely noticeable to shaking a lot pretty
>>>>> quickly
>>>>> > > as well as the engine got louder. Since I was told the warranty was
>>>>> > > expired, I took it to my own mechanic Joe Hahn, from Hahn's
>>>>> Automotive
>>>>> > > (602)592-6958. He took a look and he found a lot of water in my
>>>>> engine
>>>>> > and
>>>>> > > it had caused spark plugs to stop firing or not fire correctly. I
>>>>> am not
>>>>> > > car savvy, so I apologize if I am not describing this well. He
>>>>> also had
>>>>> > > told me that the spark plugs looked like they came from a engine
>>>>> that had

>>>>> > > over 100K miles on it when I only had barley 30K. He asked if I
>>>>> have my
>>>>> > > van pressure washed, detailed or if I drove through a flooded
>>>>> area. The
>>>>> > > answer was no to all of them. I did go through a drive thru car
>>>>> wash once
>>>>> > > or twice, which shouldn't put water in the engine, other than that
>>>>> > nothing.
>>>>> > > So the engine was fixed March of 2018 and it seems like the same
>>>>> thing is
>>>>> > > starting again. It is starting to idle rougher but it isn't
>>>>> noticeable to
>>>>> > > my husband who isn't in my van often,
>>>>> > >
>>>>> > > The first window , the passenger side front window, fell October
>>>>> 2018. It
>>>>> > > was the regulator that broke. I just had this same window fixed
>>>>> again on
>>>>> > > Wednesday (08/07/19), luckily for free since it had been less than
>>>>> a year
>>>>> > > and was under warranty still. The driver side front window fell a
>>>>> couple
>>>>> > > of months ago in June 2019. Luckily, my glass didn't break or
>>>>> shatter
>>>>> > when
>>>>> > > they fell any of those times.
>>>>> > >
>>>>> > > My A/C started acting up once I started needing to use it this
>>>>> year in
>>>>> > > about April/May. (I live in Glendale, AZ and it gets hot early).
>>>>> It made
>>>>> > a
>>>>> > > clicking type noise and would only get cold when I was moving about
>>>>> > 30-40+
>>>>> > > MPH. Whenever I would go slowly like in traffic or be stop at a
>>>>> light the
>>>>> > > air would get warm to hot very fast until I started going again. I
>>>>> dont
>>>>> > > remember what Joe said he needed to replace, I think a compressor
>>>>> and a
>>>>> > few
>>>>> > > other parts, but the pressure was getting really high before he
>>>>> fixed it
>>>>> > > and could cause some major issues.
>>>>> > >
>>>>> > > My driver side mirror just recently stopped being able to be moved
>>>>> by the
>>>>> > > inside power adjustment button. I have not gotten it fixed yet
>>>>> since I am
>>>>> > > able to manually adjust it for the time being.
>>>>> > >
>>>>> > > The passenger side sliding door does not lock/unlock with the key
>>>>> fob. I
>>>>> > do
>>>>> > > not know when this started because I just realized that it was
>>>>> unlocked
>>>>> > > even though the rest of the van was locked a couple of weeks ago.
>>>>> I have
>>>>> > a
>>>>> > > feeling that it has been like this for a year or more though. My
>>>>> kids
>>>>> > from
>>>>> > > time to time have had been able to open that door using the handle
>>>>> even
>>>>> > > though the van was locked and I just assumed that I might have
>>>>> > accidentally
>>>>> > > hit the key to unlock it or something along those lines. I hadn't
>>>>> > realized
>>>>> > > that it had always unlocked and able to get into until a week or
>>>>> so ago.
>>>>> > I
>>>>> > > have been so lucky that no one has gotten into my van that wasn't
>>>>> > supposed
>>>>> > > to. I have not had this fixed yet and I am just keeping it locked
>>>>> all the
>>>>> > > time and need to unlock it from the inside each time my kids need
>>>>> to get
>>>>> > in
>>>>> > > on that side. I have a car seat on the opposite side so my older
>>>>> boys
>>>>> > need
>>>>> > > to get in and out of the broken side most days. Its really
>>>>> inconvenient.
>>>>> > >
>>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>>>>> Wickenburg,

>>>>> > AZ.
>>>>> > >
>>>>> > > Please let me know if you need anymore information.
>>>>> > > Thanks so much.
>>>>> > > [redacted]
>>>>> > > >
>>>>> > > >
>>>>> > > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>>>>> > > > chryslercustomercare@fcagroup.com> wrote:
>>>>> > > >
>>>>> > > > > Hell[redacted],
>>>>> > > > >
>>>>> > > > > Thank you for contacting Chrysler Customer Care.
>>>>> > > > >
>>>>> > > > > Thank you for the opportunity to assist you, il would certainly
>>>>> be
>>>>> > happy
>>>>> > > > > to see what I can do for you.
>>>>> > > > >
>>>>> > > > > I understand how frustrating this must be with multiple issues,
>>>>> as I
>>>>> > > would
>>>>> > > > > be frustrated in this situation myself.
>>>>> > > > >
>>>>> > > > > I just need a few pieces of information from you, If you could
>>>>> supply
>>>>> > > them
>>>>> > > > > and I can try and see what I can do from my end.
>>>>> > > > >
>>>>> > > > > If you could provide me with Possible dates, that the issues
>>>>> started in
>>>>> > > > > detail, as well as the contact information to the dealer you
>>>>> have taken
>>>>> > > the
>>>>> > > > > vehicle to after the water issue started, and any other dealers
>>>>> that
>>>>> > have
>>>>> > > > > provided you with diagnoses on the vehicle.
>>>>> > > > >
>>>>> > > > > This will help me to get a better understanding of the vehicle
>>>>> and its
>>>>> > > > > component issues.
>>>>> > > > >
>>>>> > > > > If you can respond to this email or call us at Chrysler Customer
>>>>> Care
>>>>> > at
>>>>> > > > > 800-726-4636 and reference case number[redacted], and any agent
>>>>> would be
>>>>> > > > > happy to assist in updating this information.
>>>>> > > > >
>>>>> > > > > Best Wishes,
>>>>> > > > > Christine
>>>>> > > > > Chrysler Customer Care
>>>>> > > > >
>>>>> > > > >
>>>>> > > > > ---------- Original Message ----------
>>>>> > > > > From: US Customer Care [uscustomercare@fcagroup.com]
>>>>> > > > > Sent: 8/6/2019 1:01 PM
>>>>> > > > > To: [redacted]
>>>>> > > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>>>>> *****
>>>>> > > > >
>>>>> > > > > Your inquiry has been received by the Chrysler Customer Care. We
>>>>> > > > > appreciate your contact with us and look forward to getting back
>>>>> with
>>>>> > you
>>>>> > > > > as soon as possible.
>>>>> > > > >
>>>>> > > > > To ensure a prompt response, please add to your Safe Senders
>>>>> list,
>>>>> > > > > Address
>>>>> > > > > Book or Contact List. Please also monitor your Junk Mail or Spam
>>>>> Folder
>>>>> > > for
>>>>> > > > > our response.
>>>>> > > > >
>>>>> > > > > Should this matter be urgent, or if you desire a quicker
>>>>> response,
>>>>> > please
>>>>> > > > > contact us by phone to discuss your issue with one of our
>>>>> Chrysler
>>>>> > > > > Advisors.
>>>>> > > > >
>>>>> > > > > Chrysler Brand: 800-247-9753
>>>>> > > > >
>>>>> > > > > FCA Brand : 800-247-9753

>>>>> > > >
>>>>> > > >
>>>>> > > >
>>>>> > > > For any future communication related to this email, please refer
>>>>> to
>>>>> > > > reference number [redacted]
>>>>> > > >
>>>>> > > > Sincerely,
>>>>> > > >
>>>>> > > > The Chrysler Brand
>>>>> > > >
>>>>> > > >
>>>>> > > > To view the Chrysler Privacy Policy, visit
>>>>> > > > [redacted]
>>>>> > > >
>>>>> > >
>>>>> >
>>>>>

Date	08/24/2019	***Subject***	Re: Help [ref: [redacted]]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/24/2019 18:10 PM

Hopefully this goes through. Please let me know if you receive all four
receipts.

On Sat, Aug 24, 2019, 11:08 AM [redacted] > wrote:

>
> On Sat, Aug 24, 2019, 11:01 AM [redacted] > wrote:
>
>> I've sent a PDF twice and I keep getting a response from Chrysler saying
>> there's technical issues to resend. I'm working on figuring out the issue.
>> Please let me know if and when the documents are received.
>>
>> On Sat, Aug 24, 2019, 10:56 AM [redacted] wrote:
>>
>>>
>>> On Sat, Aug 24, 2019, 10:51 AM [redacted] > wrote:
>>>
>>>> Here is a PDF of the receipts. I accidentally scanned one receipt twice
>>>> but it all saved together so I couldn't omit it. If there is anything else
>>>> you need from me please let me know.
>>>>
>>>> On Sat, Aug 24, 2019, 9:10 AM [redacted] > wrote:
>>>>
>>>>> I will see if I can convert it or rescan it to be a PDF.
>>>>>
>>>>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
>>>>> chryslercustomercare@fcagroup.com> wrote:
>>>>>
>>>>>>
>>>>>> Hello [redacted]
>>>>>>
>>>>>> The pictures you sent in, Is there anyway you can upload them as a
>>>>>> PDF. We are unable to look at them, at that time I can send this for
>>>>>> further consideration.
>>>>>>
>>>>>>
>>>>>> Thank You,
>>>>>> Christine
>>>>>> Chrysler Customer Care
>>>>>>
>>>>>> ---------- Original Message ----------
>>>>>> From: [redacted]
>>>>>> Sent: 8/23/2019 10:09 PM
>>>>>> To: chryslercustomercare@fcagroup.com
>>>>>> Subject: Re: Help [ref:_[redacted]
>>>>>>
>>>>>> Hello Christine,
>>>>>> I was able to fine all the receipts. I apologize for it taking so
>>>>>> long, but
>>>>>> I had last years receipts in the garage and it wasn't where it was
>>>>>> supposed
>>>>>> to be. I have attached the receipts for the March 2018 when the water
>>>>>> was
>>>>>> in the engine, the ac repair that was this past May 2019, and then
>>>>>> the two
>>>>>> of the three window repairs (Oct 2018 and June 2019). I didn't get a
>>>>>> receipt for the last one since I didn't pay for the repair since it
>>>>>> was
>>>>>> still under the repair shops warranty.
>>>>>> I know that you had said that my van is no longer under warranty and
>>>>>> so I
>>>>>> couldn't get repairs covered, but I want ask again if there is
>>>>>> anything
>>>>>> that can be done to help with my sliding side door not locking.
>>>>>> First, I
>>>>>> have no idea how long that door has not been working and for all I
>>>>>> know it
>>>>>> hasn't been working properly for years. It isnt something that I
>>>>>> thought I
>>>>>> needed to double check and honestly I shouldnt have had too. Second,
>>>>>> after
>>>>>> researching the issue online, this is something that has been a a
>>>>>> problem
>>>>>> with Chrysler for years. I saw reports about it as far back as 2009!
>>>>>> I just
>>>>>> feel that if this is a know issue of Chrysler, it has been an issue
>>>>>> for so
>>>>>> long and it isn't just my van that Chrysler should be willing to fix
>>>>>> it.
>>>>>> If you need anything else please let me know.
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>>>>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>>>>>> chryslercustomercare@fcagroup.com> wrote:
>>>>>>
>>>>>> >
>>>>>> > Hello [redacted]

>>>>>> >
>>>>>> > I am just looking for an update to add to your case.
>>>>>> >
>>>>>> > Have you found your receipts, so we can proceed with this case?
>>>>>> >
>>>>>> > Thank You,
>>>>>> > Christine
>>>>>> > Chrysler Customer Care
>>>>>> >
>>>>>> >
>>>>>> > ---------- Original Message ----------
>>>>>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>>>>> > Sent: 8/19/2019 12:47 PM
>>>>>> > To: [redacted]
>>>>>> > Subject: Re: Help [ref:_[redacted]:ref]
>>>>>> >
>>>>>> > Hello[redacted],
>>>>>> >
>>>>>> > I am just looking for an update to add to your case.
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>>>>>> > Thank You,
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>>>>>> > Chrysler Customer Care
>>>>>> >
>>>>>> >
>>>>>> > ---------- Original Message ----------
>>>>>> > From: [redacted]]
>>>>>> > Sent: 8/14/2019 10:05 PM
>>>>>> > To: chryslercustomercare@fcagroup.com
>>>>>> > Subject: Re: Help [ref:_[redacted]:ref]
>>>>>> >
>>>>>> > Ok, give me a few days to track down all my receipts.
>>>>>> >
>>>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>>>>>> > chryslercustomercare@fcagroup.com> wrote:
>>>>>> >
>>>>>> > > >
>>>>>> > > >
>>>>>> > >

>>>>>> > > the updated warranty information for the warranty you have left.*
>>>>>> > >
>>>>>> > > *Power Train Warranty*- expires May 2020 or at 100,000miles- so
>>>>>> (months
>>>>>> > > left or 54,500 Miles whichever comes first.
>>>>>> > >
>>>>>> > > *Corrosion Warranty*- May 2020 so 9 months left
>>>>>> > >
>>>>>> > > *Major emissions comp Warranty*- May 2023, or 80,000miles- so
>>>>>> either 44
>>>>>> > > months, or 34,500 miles whichever comes first.
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > *Thank you for your continued loyalty, I look forward to hearing
>>>>>> from
>>>>>> > you.
>>>>>> > > Please respond Via Email or contact us at Chrysler Customer Care
>>>>>> at
>>>>>> > > 800-247-9753 and reference case @[redacted] and any agent can
>>>>>> assist you.*
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > *Best Wishes, Christine Chrysler Customer care*
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > ---------- Original Message ----------
>>>>>> > > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>>>>> > > Sent: 8/13/2019 12:24 PM
>>>>>> > > To: [redacted]
>>>>>> > > Subject: Re: Help [ref:_[redacted]:ref]
>>>>>> > >
>>>>>> > > Hello [redacted]
>>>>>> > >
>>>>>> > > Thank you for the information.
>>>>>> > >
>>>>>> > > I can certainly understand the frustration you are having. I will
>>>>>> make a
>>>>>> > > call to Joe Hahns, and see what information I can gather from him
>>>>>> as for
>>>>>> > > what was wrong and dates and mileage, and see if it falls within a
>>>>>> > warranty
>>>>>> > > category and time and see about a possible reimbursement.
>>>>>> > >
>>>>>> > > As for the Window issue and A/C those dates do put those out of
>>>>>> warranty,
>>>>>> > > I do understand the inconvenience though.
>>>>>> > >
>>>>>> > > Please leave this with me for 1-2 days and I will see what I can
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>>>>>> > > out and how we can proceed further.
>>>>>> > >
>>>>>> > > Thank you,
>>>>>> > > Christine
>>>>>> > > Chrysler Customer Care
>>>>>> > >
>>>>>> > >
>>>>>> > > ---------- Original Message ----------
>>>>>> > > From: [redacted]]
>>>>>> > > Sent: 8/11/2019 9:15 PM
>>>>>> > > To: chryslercustomercare@fcagroup.com
>>>>>> > > Subject: Re: Help [ref[redacted]:ref]
>>>>>> > >
>>>>>> > > Hello Christine,
>>>>>> > >
>>>>>> > > The issues all started about a year an a half ago. I called Moore
>>>>>> > Chrysler
>>>>>> > > where I had taken my van before in March 2018 to find out when my
>>>>>> > warranty
>>>>>> > > was up since I could remember the date it was up and was told it
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>>>>>> > > expired already. Come to find out it was actually still good
>>>>>> until May
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>>>>>> > > $500. For a couple of months before that, my van would shake a
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>>>>>> > when
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>>>>>> > > as well as the engine got louder. Since I was told the warranty
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>>>>>> Automotive
>>>>>> > > (602)592-6958. He took a look and he found a lot of water in my
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>>>>>> > and
>>>>>> > > it had caused spark plugs to stop firing or not fire correctly. I
>>>>>> am not
>>>>>> > > car savvy, so I apologize if I am not describing this well. He
>>>>>> also had
>>>>>> > > told me that the spark plugs looked like they came from a engine
>>>>>> that had
>>>>>> > > over 100K miles on it when I only had barley 30K. He asked if I
>>>>>> have my
>>>>>> > > van pressure washed, detailed or if I drove through a flooded
>>>>>> area. The
>>>>>> > > answer was no to all of them. I did go through a drive thru car
>>>>>> wash once
>>>>>> > > or twice, which shouldn't put water in the engine, other than that
>>>>>> > nothing.
>>>>>> > > So the engine was fixed March of 2018 and it seems like the same
>>>>>> thing is
>>>>>> > > starting again. It is starting to idle rougher but it isn't
>>>>>> noticeable to
>>>>>> > > my husband who isn't in my van often,
>>>>>> > >
>>>>>> > > The first window , the passenger side front window, fell October
>>>>>> 2018. It
>>>>>> > > was the regulator that broke. I just had this same window fixed
>>>>>> again on
>>>>>> > > Wednesday (08/07/19), luckily for free since it had been less
>>>>>> than a year
>>>>>> > > and was under warranty still. The driver side front window fell a
>>>>>> couple
>>>>>> > > of months ago in June 2019. Luckily, my glass didn't break or
>>>>>> shatter
>>>>>> > when
>>>>>> > > they fell any of those times.
>>>>>> > >
>>>>>> > > My A/C started acting up once I started needing to use it this
>>>>>> year in
>>>>>> > > about April/May. (I live in Glendale, AZ and it gets hot early).
>>>>>> It made
>>>>>> > a
>>>>>> > > clicking type noise and would only get cold when I was moving
>>>>>> about
>>>>>> > 30-40+
>>>>>> > > MPH. Whenever I would go slowly like in traffic or be stop at a
>>>>>> light the
>>>>>> > > air would get warm to hot very fast until I started going again.
>>>>>> I dont
>>>>>> > > remember what Joe said he needed to replace, I think a compressor
>>>>>> and a
>>>>>> > few
>>>>>> > > other parts, but the pressure was getting really high before he
>>>>>> fixed it
>>>>>> > > and could cause some major issues.
>>>>>> > >
>>>>>> > > My driver side mirror just recently stopped being able to be
>>>>>> moved by the
>>>>>> > > inside power adjustment button. I have not gotten it fixed yet
>>>>>> since I am
>>>>>> > > able to manually adjust it for the time being.
>>>>>> > >
>>>>>> > > The passenger side sliding door does not lock/unlock with the key
>>>>>> fob. I
>>>>>> > do
>>>>>> > > not know when this started because I just realized that it was
>>>>>> unlocked
>>>>>> > > even though the rest of the van was locked a couple of weeks ago.
>>>>>> I have
>>>>>> > a
>>>>>> > > feeling that it has been like this for a year or more though. My
>>>>>> kids
>>>>>> > from
>>>>>> > > time to time have had been able to open that door using the
>>>>>> handle even
>>>>>> > > though the van was locked and I just assumed that I might have
>>>>>> > accidentally
>>>>>> > > hit the key to unlock it or something along those lines. I hadn't
>>>>>> > realized
>>>>>> > > that it had always unlocked and able to get into until a week or
>>>>>> so ago.
>>>>>> > I
>>>>>> > > have been so lucky that no one has gotten into my van that wasn't
>>>>>> > supposed
>>>>>> > > to. I have not had this fixed yet and I am just keeping it locked
>>>>>> all the

>>>>>> > > time and need to unlock it from the inside each time my kids need
>>>>>> to get
>>>>>> > in
>>>>>> > > on that side. I have a car seat on the opposite side so my older
>>>>>> boys
>>>>>> > need
>>>>>> > > to get in and out of the broken side most days. Its really
>>>>>> inconvenient.
>>>>>> > >
>>>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>>>>>> Wickenburg,
>>>>>> > AZ.
>>>>>> > >
>>>>>> > > Please let me know if you need anymore information.
>>>>>> > > Thanks so much.
>>>>>> > > [redacted]
>>>>>> > >
>>>>>> > >
>>>>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>>>>>> > > chryslercustomercare@fcagroup.com> wrote:
>>>>>> > >
>>>>>> > > > Hel[redacted],
>>>>>> > > >
>>>>>> > > > Thank you for contacting Chrysler Customer Care.
>>>>>> > > >
>>>>>> > > > Thank you for the opportunity to assist you, il would certainly
>>>>>> be
>>>>>> > happy
>>>>>> > > > to see what I can do for you.
>>>>>> > > >
>>>>>> > > > I understand how frustrating this must be with multiple issues,
>>>>>> as I
>>>>>> > > would
>>>>>> > > > be frustrated in this situation myself.
>>>>>> > > >
>>>>>> > > > I just need a few pieces of information from you, If you could
>>>>>> supply
>>>>>> > > them
>>>>>> > > > and I can try and see what I can do from my end.
>>>>>> > > >
>>>>>> > > > If you could provide me with Possible dates, that the issues
>>>>>> started in
>>>>>> > > > detail, as well as the contact information to the dealer you
>>>>>> have taken
>>>>>> > > the
>>>>>> > > > vehicle to after the water issue started, and any other dealers
>>>>>> that
>>>>>> > have
>>>>>> > > > provided you with diagnoses on the vehicle.
>>>>>> > > >
>>>>>> > > > This will help me to get a better understanding of the vehicle
>>>>>> and its
>>>>>> > > > component issues.
>>>>>> > > >
>>>>>> > > > If you can respond to this email or call us at Chrysler
>>>>>> Customer Care
>>>>>> > at
>>>>>> > > > 800-726-4636 and reference case number[redacted], and any agent
>>>>>> would be
>>>>>> > > > happy to assist in updating this information.
>>>>>> > > >
>>>>>> > > > Best Wishes,
>>>>>> > > > Christine
>>>>>> > > > Chrysler Customer Care
>>>>>> > > >
>>>>>> > > >
>>>>>> > > > ---------- Original Message ----------
>>>>>> > > > From: US Customer Care [uscustomercare@fcagroup.com]
>>>>>> > > > Sent: 8/6/2019 1:01 PM
>>>>>> > > > To: [redacted]
>>>>>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>>>>>> *****
>>>>>> > > >
>>>>>> > > > Your inquiry has been received by the Chrysler Customer Care. We
>>>>>> > > > appreciate your contact with us and look forward to getting
>>>>>> back with
>>>>>> > you
>>>>>> > > > as soon as possible.
>>>>>> > > >
>>>>>> > > > To ensure a prompt response, please add to your Safe Senders
>>>>>> list,
>>>>>> > > Address
>>>>>> > > > Book or Contact List. Please also monitor your Junk Mail or
>>>>>> Spam Folder
>>>>>> > > for
>>>>>> > > > our response.

>>>>>> > > >
>>>>>> > > > Should this matter be urgent, or if you desire a quicker
>>>>>> response,
>>>>>> > please
>>>>>> > > > contact us by phone to discuss your issue with one of our
>>>>>> Chrysler
>>>>>> > > Advisors.
>>>>>> > > >
>>>>>> > > > Chrysler Brand: 800-247-9753
>>>>>> > > >
>>>>>> > > > FCA Brand : 800-247-9753
>>>>>> > > >
>>>>>> > > >
>>>>>> > > >
>>>>>> > > > For any future communication related to this email, please
>>>>>> refer to
>>>>>> > > > reference number [redacted]
>>>>>> > > >
>>>>>> > > > Sincerely,
>>>>>> > > >
>>>>>> > > > The Chrysler Brand
>>>>>> > > >
>>>>>> > > >
>>>>>> > > > To view the Chrysler Privacy Policy, visit
>>>>>> > > > [redacted]
>>>>>> > >
>>>>>> >
>>>>>>
>>>>>>

Date	08/24/2019	***Subject***	Re: Help [ref:_[redacted]ef]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/24/2019 19:15 PM

Hello [redacted]

Thank you for resubmitting those, I did receive them and can view them.

I will now escalate this to see if there is a possibility of any reimbursement I can offer you.

I will let you know when I have an answer for you.

Thank You for your patience through this process.

Thank You
Christine
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 8/24/2019 6:10 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Help [ref:_[redacted]ef]

Hopefully this goes through. Please let me know if you receive all four
receipts.

On Sat, Aug 24, 2019, 11:08 AM [redacted] wrote:

>
> On Sat, Aug 24, 2019, 11:01 AM [redacted]> wrote:
>
>> I've sent a PDF twice and I keep getting a response from Chrysler saying
>> there's technical issues to resend. I'm working on figuring out the issue.
>> Please let me know if and when the documents are received.
>>
>> On Sat, Aug 24, 2019, 10:56 AM [redacted]> wrote:
>>
>>>
>>> On Sat, Aug 24, 2019, 10:51 AM [redacted] wrote:
>>>
>>>> Here is a PDF of the receipts. I accidentally scanned one receipt twice
>>>> but it all saved together so I couldn't omit it. If there is anything else
>>>> you need from me please let me know.
>>>>
>>>> On Sat, Aug 24, 2019, 9:10 AM [redacted]> wrote:
>>>>
>>>>> I will see if I can convert it or rescan it to be a PDF.
>>>>>
>>>>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
>>>>> chryslercustomercare@fcagroup.com> wrote:
>>>>>
>>>>>>
>>>>>> Hello [redacted]
>>>>>>
>>>>>> The pictures you sent in, Is there anyway you can upload them as a
>>>>>> PDF. We are unable to look at them, at that time I can send this for
>>>>>> further consideration.
>>>>>>
>>>>>>
>>>>>> Thank You,
>>>>>> Christine
>>>>>> Chrysler Customer Care
>>>>>>
>>>>>> ---------- Original Message ----------
>>>>>> From: [redacted]]
>>>>>> Sent: 8/23/2019 10:09 PM
>>>>>> To: chryslercustomercare@fcagroup.com
>>>>>> Subject: Re: Help [ref[redacted]:ref]
>>>>>>
>>>>>> Hello Christine,
>>>>>> I was able to fine all the receipts. I apologize for it taking so
>>>>>> long, but
>>>>>> I had last years receipts in the garage and it wasn't where it was
>>>>>> supposed
>>>>>> to be. I have attached the receipts for the March 2018 when the water
>>>>>> was
>>>>>> in the engine, the ac repair that was this past May 2019, and then
>>>>>> the two
>>>>>> of the three window repairs (Oct 2018 and June 2019). I didn't get a
>>>>>> receipt for the last one since I didn't pay for the repair since it
>>>>>> was
>>>>>> still under the repair shops warranty.
>>>>>> I know that you had said that my van is no longer under warranty and
>>>>>> so I
>>>>>> couldn't get repairs covered, but I want ask again if there is
>>>>>> anything

>>>>>> that can be done to help with my sliding side door not locking.
>>>>>> First, I
>>>>>> have no idea how long that door has not been working and for all I
>>>>>> know it
>>>>>> hasn't been working properly for years. It isnt something that I
>>>>>> thought I
>>>>>> needed to double check and honestly I shouldnt have had too. Second,
>>>>>> after
>>>>>> researching the issue online, this is something that has been a a
>>>>>> problem
>>>>>> with Chrysler for years. I saw reports about it as far back as 2009!
>>>>>> I just
>>>>>> feel that if this is a know issue of Chrysler, it has been an issue
>>>>>> for so
>>>>>> long and it isn't just my van that Chrysler should be willing to fix
>>>>>> it.
>>>>>> If you need anything else please let me know.
>>>>>>
>>>>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>>>>>> chryslercustomercare@fcagroup.com> wrote:
>>>>>>
>>>>>> >
>>>>>> > Hello [redacted],
>>>>>> >
>>>>>> > I am just looking for an update to add to your case.
>>>>>> >
>>>>>> > Have you found your receipts, so we can proceed with this case?
>>>>>> >
>>>>>> > Thank You,
>>>>>> > Christine
>>>>>> > Chrysler Customer Care
>>>>>> >
>>>>>> >
>>>>>> > ---------- Original Message ----------
>>>>>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>>>>> > Sent: 8/19/2019 12:47 PM
>>>>>> > To: [redacted]
>>>>>> > Subject: Re: Help [ref:_[redacted]:ref]
>>>>>> >
>>>>>> > Hello[redacted],
>>>>>> >
>>>>>> > I am just looking for an update to add to your case.
>>>>>> >
>>>>>> > Have you found your receipts, so we can proceed with this case?
>>>>>> >
>>>>>> > Thank You,
>>>>>> > Christine
>>>>>> > Chrysler Customer Care
>>>>>> >
>>>>>> >
>>>>>> > ---------- Original Message ----------
>>>>>> > From: [redacted]
>>>>>> > Sent: 8/14/2019 10:05 PM
>>>>>> > To: chryslercustomercare@fcagroup.com
>>>>>> > Subject: Re: Help [ref[redacted]:ref]
>>>>>> >
>>>>>> > Ok, give me a few days to track down all my receipts.
>>>>>> >
>>>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>>>>>> > chryslercustomercare@fcagroup.com> wrote:
>>>>>> >
>>>>>> > > >
>>>>>> > > >
>>>>>> > >

>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > *Hello[redacted] I have spoken with Joe from Hahn's, He has informed
>>>>>> me of
>>>>>> > the
>>>>>> > > following repairs, Mar 2018 Spark Plugs Coil Packs Alternator Oct
>>>>>> 2018
>>>>>> > > Passenger window regulator May 2019 AC compressor Condenser Valve
>>>>>> Flush
>>>>>> > > July 2019 Driver window regulator I have looked and in fact your
>>>>>> Basic
>>>>>> > > Warranty would have expired in May 2018, making that first repair
>>>>>> > > warrantable. I would like you to send me the Repair Order and
>>>>>> Proof of
>>>>>> > > Payment for all these repairs you have paid for out of pocket
>>>>>> since Mar
>>>>>> > > 2018. Once I receive these I will send this to case management to
>>>>>> review
>>>>>> > > for a possible reimbursement request. I would also like to
>>>>>> provide you
>>>>>> > with
>>>>>> > > the updated warranty information for the warranty you have left.*
>>>>>> > >
>>>>>> > > *Power Train Warranty*- expires May 2020 or at 100,000miles- so
>>>>>> (months
>>>>>> > > left or 54,500 Miles whichever comes first.
>>>>>> > >
>>>>>> > > *Corrosion Warranty*- May 2020 so 9 months left
>>>>>> > >
>>>>>> > > *Major emissions comp Warranty*- May 2023, or 80,000miles- so
>>>>>> either 44
>>>>>> > > months, or 34,500 miles whichever comes first.
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > *Thank you for your continued loyalty, I look forward to hearing
>>>>>> from
>>>>>> > you.
>>>>>> > > Please respond Via Email or contact us at Chrysler Customer Care
>>>>>> at
>>>>>> > > 800-247-9753 and reference case @[redacted] and any agent can
>>>>>> assist you.*
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > *Best Wishes, Christine Chrysler Customer care*
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > ---------- Original Message ----------
>>>>>> > > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>>>>> > > Sent: 8/13/2019 12:24 PM
>>>>>> > > To: [redacted]
>>>>>> > > Subject: Re: Help [ref[redacted]ef]
>>>>>> > >
>>>>>> > > Hello[redacted]
>>>>>> > >
>>>>>> > > Thank you for the information.
>>>>>> > >
>>>>>> > > I can certainly understand the frustration you are having. I will
>>>>>> make a
>>>>>> > > call to Joe Hahns, and see what information I can gather from him
>>>>>> as for
>>>>>> > > what was wrong and dates and mileage, and see if it falls within a
>>>>>> > warranty
>>>>>> > > category and time and see about a possible reimbursement.
>>>>>> > >
>>>>>> > > As for the Window issue and A/C those dates do put those out of
>>>>>> warranty,
>>>>>> > > I do understand the inconvenience though.
>>>>>> > >
>>>>>> > > Please leave this with me for 1-2 days and I will see what I can
>>>>>> figure
>>>>>> > > out and how we can proceed further.
>>>>>> > >
>>>>>> > > Thank you,
>>>>>> > > Christine
>>>>>> > > Chrysler Customer Care
>>>>>> > >
>>>>>> > >
>>>>>> > > ---------- Original Message ----------
>>>>>> > > From: [redacted]
>>>>>> > > Sent: 8/11/2019 9:15 PM
>>>>>> > > To: chryslercustomercare@fcagroup.com

>>>>>> > > Subject: Re: Help [ref[redacted]:ref]
>>>>>> > >
>>>>>> > > Hello Christine,
>>>>>> > >
>>>>>> > > The issues all started about a year an a half ago. I called Moore
>>>>>> > Chrysler
>>>>>> > > where I had taken my van before in March 2018 to find out when my
>>>>>> > warranty
>>>>>> > > was up since I could remember the date it was up and was told it
>>>>>> have
>>>>>> > > expired already. Come to find out it was actually still good
>>>>>> until May
>>>>>> > 2018
>>>>>> > > and I probably could have had it fixed for free instead of
>>>>>> spending about
>>>>>> > > $500. For a couple of months before that, my van would shake a
>>>>>> little
>>>>>> > when
>>>>>> > > idling and it went from barely noticeable to shaking a lot pretty
>>>>>> quickly
>>>>>> > > as well as the engine got louder. Since I was told the warranty
>>>>>> was
>>>>>> > > expired, I took it to my own mechanic Joe Hahn, from Hahn's
>>>>>> Automotive
>>>>>> > > (602)592-6958. He took a look and he found a lot of water in my
>>>>>> engine
>>>>>> > and
>>>>>> > > it had caused spark plugs to stop firing or not fire correctly. I
>>>>>> am not
>>>>>> > > car savvy, so I apologize if I am not describing this well. He
>>>>>> also had
>>>>>> > > told me that the spark plugs looked like they came from a engine
>>>>>> that had
>>>>>> > > over 100K miles on it when I only had barley 30K. He asked if I
>>>>>> have my
>>>>>> > > van pressure washed, detailed or if I drove through a flooded
>>>>>> area. The
>>>>>> > > answer was no to all of them. I did go through a drive thru car
>>>>>> wash once
>>>>>> > > or twice, which shouldn't put water in the engine, other than that
>>>>>> > nothing.
>>>>>> > > So the engine was fixed March of 2018 and it seems like the same
>>>>>> thing is
>>>>>> > > starting again. It is starting to idle rougher but it isn't
>>>>>> noticeable to
>>>>>> > > my husband who isn't in my van often,
>>>>>> > >
>>>>>> > > The first window , the passenger side front window, fell October
>>>>>> 2018. It
>>>>>> > > was the regulator that broke. I just had this same window fixed
>>>>>> again on
>>>>>> > > Wednesday (08/07/19), luckily for free since it had been less
>>>>>> than a year
>>>>>> > > and was under warranty still. The driver side front window fell a
>>>>>> couple
>>>>>> > > of months ago in June 2019. Luckily, my glass didn't break or
>>>>>> shatter
>>>>>> > when
>>>>>> > > they fell any of those times.
>>>>>> > >
>>>>>> > > My A/C started acting up once I started needing to use it this
>>>>>> year in
>>>>>> > > about April/May. (I live in Glendale, AZ and it gets hot early).
>>>>>> It made
>>>>>> > a
>>>>>> > > clicking type noise and would only get cold when I was moving
>>>>>> about
>>>>>> > 30-40+
>>>>>> > > MPH. Whenever I would go slowly like in traffic or be stop at a
>>>>>> light the
>>>>>> > > air would get warm to hot very fast until I started going again.
>>>>>> I dont
>>>>>> > > remember what Joe said he needed to replace, I think a compressor
>>>>>> and a
>>>>>> > few
>>>>>> > > other parts, but the pressure was getting really high before he
>>>>>> fixed it
>>>>>> > > and could cause some major issues.
>>>>>> > >
>>>>>> > > My driver side mirror just recently stopped being able to be
>>>>>> moved by the
>>>>>> > > inside power adjustment button. I have not gotten it fixed yet
>>>>>> since I am
>>>>>> > > able to manually adjust it for the time being.
>>>>>> > >
>>>>>> > > The passenger side sliding door does not lock/unlock with the key

>>>>>> fob. I
>>>>>> > do
>>>>>> > > not know when this started because I just realized that it was
>>>>>> unlocked
>>>>>> > > even though the rest of the van was locked a couple of weeks ago.
>>>>>> I have
>>>>>> > a
>>>>>> > > feeling that it has been like this for a year or more though. My
>>>>>> kids
>>>>>> > from
>>>>>> > > time to time have had been able to open that door using the
>>>>>> handle even
>>>>>> > > though the van was locked and I just assumed that I might have
>>>>>> > accidentally
>>>>>> > > hit the key to unlock it or something along those lines. I hadn't
>>>>>> > realized
>>>>>> > > that it had always unlocked and able to get into until a week or
>>>>>> so ago.
>>>>>> > I
>>>>>> > > have been so lucky that no one has gotten into my van that wasn't
>>>>>> > supposed
>>>>>> > > to. I have not had this fixed yet and I am just keeping it locked
>>>>>> all the
>>>>>> > > time and need to unlock it from the inside each time my kids need
>>>>>> to get
>>>>>> > in
>>>>>> > > on that side. I have a car seat on the opposite side so my older
>>>>>> boys
>>>>>> > need
>>>>>> > > to get in and out of the broken side most days. Its really
>>>>>> inconvenient.
>>>>>> > >
>>>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>>>>>> Wickenburg,
>>>>>> > AZ.
>>>>>> > >
>>>>>> > > Please let me know if you need anymore information.
>>>>>> > > Thanks so much.
>>>>>> > > [redacted]
>>>>>> > >
>>>>>> > >
>>>>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>>>>>> > > chryslercustomercare@fcagroup.com> wrote:
>>>>>> > >
>>>>>> > > > Hell[redacted]
>>>>>> > > >
>>>>>> > > > Thank you for contacting Chrysler Customer Care.
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>>>>>> > > > Thank you for the opportunity to assist you, iI would certainly
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>>>>>> > > > to see what I can do for you.
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>>>>>> > > > I understand how frustrating this must be with multiple issues,
>>>>>> as I
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>>>>>> > > > detail, as well as the contact information to the dealer you
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>>>>>> > > the
>>>>>> > > > vehicle to after the water issue started, and any other dealers
>>>>>> that
>>>>>> > have
>>>>>> > > > provided you with diagnoses on the vehicle.
>>>>>> > > >
>>>>>> > > > This will help me to get a better understanding of the vehicle
>>>>>> and its
>>>>>> > > > component issues.
>>>>>> > > >
>>>>>> > > > If you can respond to this email or call us at Chrysler
>>>>>> Customer Care
>>>>>> > at
>>>>>> > > > 800-726-4636 and reference case number 59511059, and any agent
>>>>>> would be
>>>>>> > > > happy to assist in updating this information.
>>>>>> > > >
>>>>>> > > > Best Wishes,
>>>>>> > > > Christine

>>>>>> > > > Chrysler Customer Care
>>>>>> > > >
>>>>>> > > >
>>>>>> > > > ---------- Original Message ----------
>>>>>> > > > From: US Customer Care [uscustomercare@fcagroup.com]
>>>>>> > > > Sent: 8/6/2019 1:01 PM
>>>>>> > > > To [redacted]
>>>>>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>>>>>> *****
>>>>>> > > > >
>>>>>> > > > > Your inquiry has been received by the Chrysler Customer Care. We
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>>>>>> > > > >
>>>>>> > > > > FCA Brand : 800-247-9753
>>>>>> > > > >
>>>>>> > > > >
>>>>>> > > > >
>>>>>> > > > > For any future communication related to this email, please
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>>>>>> > > > > reference number [redacted]
>>>>>> > > > >
>>>>>> > > > > Sincerely,
>>>>>> > > > >
>>>>>> > > > > The Chrysler Brand
>>>>>> > > > >
>>>>>> > > > >
>>>>>> > > > > To view the Chrysler Privacy Policy, visit
>>>>>> > > > >
>>>>>> > > > > [redacted]
>>>>>> > > >
>>>>>> > >
>>>>>> > >
>>>>>>
>>>>>>

Date	08/24/2019	***Subject***	Re: Help [ref: [redacted]]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/24/2019 19:15 PM

Hello [redacted]

Thank you for resubmitting those, I did receive them and can view them.

I will now escalate this to see if there is a possibility of any reimbursement I can offer you.

I will let you know when I have an answer for you.

Thank You for your patience through this process.

Thank You
Christine
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 8/24/2019 6:10 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Help [ref:_[redacted]:ref]

Hopefully this goes through. Please let me know if you receive all four
receipts.

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>> I've sent a PDF twice and I keep getting a response from Chrysler saying
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>>>> Here is a PDF of the receipts. I accidentally scanned one receipt twice
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>>>>>> Hello [redacted]
>>>>>>
>>>>>> The pictures you sent in, Is there anyway you can upload them as a
>>>>>> PDF. We are unable to look at them, at that time I can send this for
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>>>>>> Christine
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>>>>>> To: chryslercustomercare@fcagroup.com
>>>>>> Subject: Re: Help [ref[redacted]:ref]
>>>>>>
>>>>>> Hello Christine,
>>>>>> I was able to fine all the receipts. I apologize for it taking so
>>>>>> long, but
>>>>>> I had last years receipts in the garage and it wasn't where it was
>>>>>> supposed
>>>>>> to be. I have attached the receipts for the March 2018 when the water
>>>>>> was
>>>>>> in the engine, the ac repair that was this past May 2019, and then
>>>>>> the two
>>>>>> of the three window repairs (Oct 2018 and June 2019). I didn't get a
>>>>>> receipt for the last one since I didn't pay for the repair since it
>>>>>> was
>>>>>> still under the repair shops warranty.
>>>>>> I know that you had said that my van is no longer under warranty and
>>>>>> so I
>>>>>> couldn't get repairs covered, but I want ask again if there is
>>>>>> anything

>>>>>> that can be done to help with my sliding side door not locking.
>>>>>> First, I
>>>>>> have no idea how long that door has not been working and for all I
>>>>>> know it
>>>>>> hasn't been working properly for years. It isnt something that I
>>>>>> thought I
>>>>>> needed to double check and honestly I shouldnt have had too. Second,
>>>>>> after
>>>>>> researching the issue online, this is something that has been a a
>>>>>> problem
>>>>>> with Chrysler for years. I saw reports about it as far back as 2009!
>>>>>> I just
>>>>>> feel that if this is a know issue of Chrysler, it has been an issue
>>>>>> for so
>>>>>> long and it isn't just my van that Chrysler should be willing to fix
>>>>>> it.
>>>>>> If you need anything else please let me know.
>>>>>>
>>>>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>>>>>> chryslercustomercare@fcagroup.com> wrote:
>>>>>>
>>>>>> >
>>>>>> > Hello [redacted],
>>>>>> >
>>>>>> > I am just looking for an update to add to your case.
>>>>>> >
>>>>>> > Have you found your receipts, so we can proceed with this case?
>>>>>> >
>>>>>> > Thank You,
>>>>>> > Christine
>>>>>> > Chrysler Customer Care
>>>>>> >
>>>>>> >
>>>>>> > ---------- Original Message ----------
>>>>>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>>>>> > Sent: 8/19/2019 12:47 PM
>>>>>> > To: [redacted]
>>>>>> > Subject: Re: Help [ref [redacted] f]
>>>>>> >
>>>>>> > Hello [redacted]
>>>>>> >
>>>>>> > I am just looking for an update to add to your case.
>>>>>> >
>>>>>> > Have you found your receipts, so we can proceed with this case?
>>>>>> >
>>>>>> > Thank You,
>>>>>> > Christine
>>>>>> > Chrysler Customer Care
>>>>>> >
>>>>>> >
>>>>>> > ---------- Original Message ----------
>>>>>> > From [redacted]
>>>>>> > Sent: 8/14/2019 10:05 PM
>>>>>> > To: chryslercustomercare@fcagroup.com
>>>>>> > Subject: Re: Help [ref [redacted] :ref]
>>>>>> >
>>>>>> > Ok, give me a few days to track down all my receipts.
>>>>>> >
>>>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>>>>>> > chryslercustomercare@fcagroup.com> wrote:
>>>>>> >
>>>>>> > > >
>>>>>> > > >
>>>>>> > >

>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > *Hello [redacted] I have spoken with Joe from Hahn's, He has informed
>>>>>> me of
>>>>>> > the
>>>>>> > > following repairs, Mar 2018 Spark Plugs Coil Packs Alternator Oct
>>>>>> 2018
>>>>>> > > Passenger window regulator May 2019 AC compressor Condenser Valve
>>>>>> Flush
>>>>>> > > July 2019 Driver window regulator I have looked and in fact your
>>>>>> Basic
>>>>>> > > Warranty would have expired in May 2018, making that first repair
>>>>>> > > warrantable. I would like you to send me the Repair Order and
>>>>>> Proof of
>>>>>> > > Payment for all these repairs you have paid for out of pocket
>>>>>> since Mar
>>>>>> > > 2018. Once I receive these I will send this to case management to
>>>>>> review
>>>>>> > > for a possible reimbursement request. I would also like to
>>>>>> provide you
>>>>>> > with
>>>>>> > > the updated warranty information for the warranty you have left.*
>>>>>> > >
>>>>>> > > *Power Train Warranty*- expires May 2020 or at 100,000miles- so
>>>>>> (months
>>>>>> > > left or 54,500 Miles whichever comes first.
>>>>>> > >
>>>>>> > > *Corrosion Warranty*- May 2020 so 9 months left
>>>>>> > >
>>>>>> > > *Major emissions comp Warranty*- May 2023, or 80,000miles- so
>>>>>> either 44
>>>>>> > > months, or 34,500 miles whichever comes first.
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > *Thank you for your continued loyalty, I look forward to hearing
>>>>>> from
>>>>>> > you.
>>>>>> > > Please respond Via Email or contact us at Chrysler Customer Care
>>>>>> at
>>>>>> > > 800-247-9753 and reference case @[redacted] and any agent can
>>>>>> assist you.*
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > *Best Wishes, Christine Chrysler Customer care*
>>>>>> > >
>>>>>> > >
>>>>>> > >
>>>>>> > > ---------- Original Message ----------
>>>>>> > > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>>>>>> > > Sent: 8/13/2019 12:24 PM
>>>>>> > > To[redacted]
>>>>>> > > Subject: Re: Help [ref[redacted]ef]
>>>>>> > >
>>>>>> > > Hello[redacted]
>>>>>> > >
>>>>>> > > Thank you for the information.
>>>>>> > >
>>>>>> > > I can certainly understand the frustration you are having. I will
>>>>>> make a
>>>>>> > > call to Joe Hahns, and see what information I can gather from him
>>>>>> as for
>>>>>> > > what was wrong and dates and mileage, and see if it falls within a
>>>>>> > warranty
>>>>>> > > category and time and see about a possible reimbursement.
>>>>>> > >
>>>>>> > > As for the Window issue and A/C those dates do put those out of
>>>>>> warranty,
>>>>>> > > I do understand the inconvenience though.
>>>>>> > >
>>>>>> > > Please leave this with me for 1-2 days and I will see what I can
>>>>>> figure
>>>>>> > > out and how we can proceed further.
>>>>>> > >
>>>>>> > > Thank you,
>>>>>> > > Christine
>>>>>> > > Chrysler Customer Care
>>>>>> > >
>>>>>> > >
>>>>>> > > ---------- Original Message ----------
>>>>>> > > From:[redacted]
>>>>>> > > Sent: 8/11/2019 9:15 PM
>>>>>> > > To: chryslercustomercare@fcagroup.com

>>>>>> > > Subject: Re: Help [ref[redacted]:ref]
>>>>>> > >
>>>>>> > > Hello Christine,
>>>>>> > >
>>>>>> > > The issues all started about a year an a half ago. I called Moore
>>>>>> > Chrysler
>>>>>> > > where I had taken my van before in March 2018 to find out when my
>>>>>> > warranty
>>>>>> > > was up since I could remember the date it was up and was told it
>>>>>> have
>>>>>> > > expired already. Come to find out it was actually still good
>>>>>> until May
>>>>>> > 2018
>>>>>> > > and I probably could have had it fixed for free instead of
>>>>>> spending about
>>>>>> > > $500. For a couple of months before that, my van would shake a
>>>>>> little
>>>>>> > when
>>>>>> > > idling and it went from barely noticeable to shaking a lot pretty
>>>>>> quickly
>>>>>> > > as well as the engine got louder. Since I was told the warranty
>>>>>> was
>>>>>> > > expired, I took it to my own mechanic Joe Hahn, from Hahn's
>>>>>> Automotive
>>>>>> > > (602)592-6958. He took a look and he found a lot of water in my
>>>>>> engine
>>>>>> > and
>>>>>> > > it had caused spark plugs to stop firing or not fire correctly. I
>>>>>> am not
>>>>>> > > car savvy, so I apologize if I am not describing this well. He
>>>>>> also had
>>>>>> > > told me that the spark plugs looked like they came from a engine
>>>>>> that had
>>>>>> > > over 100K miles on it when I only had barley 30K. He asked if I
>>>>>> have my
>>>>>> > > van pressure washed, detailed or if I drove through a flooded
>>>>>> area. The
>>>>>> > > answer was no to all of them. I did go through a drive thru car
>>>>>> wash once
>>>>>> > > or twice, which shouldn't put water in the engine, other than that
>>>>>> > nothing.
>>>>>> > > So the engine was fixed March of 2018 and it seems like the same
>>>>>> thing is
>>>>>> > > starting again. It is starting to idle rougher but it isn't
>>>>>> noticeable to
>>>>>> > > my husband who isn't in my van often,
>>>>>> > >
>>>>>> > > The first window , the passenger side front window, fell October
>>>>>> 2018. It
>>>>>> > > was the regulator that broke. I just had this same window fixed
>>>>>> again on
>>>>>> > > Wednesday (08/07/19), luckily for free since it had been less
>>>>>> than a year
>>>>>> > > and was under warranty still. The driver side front window fell a
>>>>>> couple
>>>>>> > > of months ago in June 2019. Luckily, my glass didn't break or
>>>>>> shatter
>>>>>> > when
>>>>>> > > they fell any of those times.
>>>>>> > >
>>>>>> > > My A/C started acting up once I started needing to use it this
>>>>>> year in
>>>>>> > > about April/May. (I live in Glendale, AZ and it gets hot early).
>>>>>> It made
>>>>>> > a
>>>>>> > > clicking type noise and would only get cold when I was moving
>>>>>> about
>>>>>> > 30-40+
>>>>>> > > MPH. Whenever I would go slowly like in traffic or be stop at a
>>>>>> light the
>>>>>> > > air would get warm to hot very fast until I started going again.
>>>>>> I dont
>>>>>> > > remember what Joe said he needed to replace, I think a compressor
>>>>>> and a
>>>>>> > few
>>>>>> > > other parts, but the pressure was getting really high before he
>>>>>> fixed it
>>>>>> > > and could cause some major issues.
>>>>>> > >
>>>>>> > > My driver side mirror just recently stopped being able to be
>>>>>> moved by the
>>>>>> > > inside power adjustment button. I have not gotten it fixed yet
>>>>>> since I am
>>>>>> > > able to manually adjust it for the time being.
>>>>>> > >
>>>>>> > > The passenger side sliding door does not lock/unlock with the key

>>>>>> fob. I
>>>>>> > do
>>>>>> > > not know when this started because I just realized that it was
>>>>>> unlocked
>>>>>> > > even though the rest of the van was locked a couple of weeks ago.
>>>>>> I have
>>>>>> > a
>>>>>> > > feeling that it has been like this for a year or more though. My
>>>>>> kids
>>>>>> > from
>>>>>> > > time to time have had been able to open that door using the
>>>>>> handle even
>>>>>> > > though the van was locked and I just assumed that I might have
>>>>>> > accidentally
>>>>>> > > hit the key to unlock it or something along those lines. I hadn't
>>>>>> > realized
>>>>>> > > that it had always unlocked and able to get into until a week or
>>>>>> so ago.
>>>>>> > I
>>>>>> > > have been so lucky that no one has gotten into my van that wasn't
>>>>>> > supposed
>>>>>> > > to. I have not had this fixed yet and I am just keeping it locked
>>>>>> all the
>>>>>> > > time and need to unlock it from the inside each time my kids need
>>>>>> to get
>>>>>> > in
>>>>>> > > on that side. I have a car seat on the opposite side so my older
>>>>>> boys
>>>>>> > need
>>>>>> > > to get in and out of the broken side most days. Its really
>>>>>> inconvenient.
>>>>>> > >
>>>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>>>>>> Wickenburg,
>>>>>> > AZ.
>>>>>> > >
>>>>>> > > Please let me know if you need anymore information.
>>>>>> > > Thanks so much.
>>>>>> > > [redacted]
>>>>>> > >
>>>>>> > >
>>>>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>>>>>> > > chryslercustomercare@fcagroup.com> wrote:
>>>>>> > >
>>>>>> > > > Hell[redacted]
>>>>>> > > >
>>>>>> > > > Thank you for contacting Chrysler Customer Care.
>>>>>> > > >
>>>>>> > > > Thank you for the opportunity to assist you, iI would certainly
>>>>>> be
>>>>>> > happy
>>>>>> > > > to see what I can do for you.
>>>>>> > > >
>>>>>> > > > I understand how frustrating this must be with multiple issues,
>>>>>> as I
>>>>>> > > would
>>>>>> > > > be frustrated in this situation myself.
>>>>>> > > >
>>>>>> > > > I just need a few pieces of information from you, If you could
>>>>>> supply
>>>>>> > > them
>>>>>> > > > and I can try and see what I can do from my end.
>>>>>> > > >
>>>>>> > > > If you could provide me with Possible dates, that the issues
>>>>>> started in
>>>>>> > > > detail, as well as the contact information to the dealer you
>>>>>> have taken
>>>>>> > > the
>>>>>> > > > vehicle to after the water issue started, and any other dealers
>>>>>> that
>>>>>> > have
>>>>>> > > > provided you with diagnoses on the vehicle.
>>>>>> > > >
>>>>>> > > > This will help me to get a better understanding of the vehicle
>>>>>> and its
>>>>>> > > > component issues.
>>>>>> > > >
>>>>>> > > > If you can respond to this email or call us at Chrysler
>>>>>> Customer Care
>>>>>> > at
>>>>>> > > > 800-726-4636 and reference case number[redacted] and any agent
>>>>>> would be
>>>>>> > > > happy to assist in updating this information.
>>>>>> > > >
>>>>>> > > > Best Wishes,
>>>>>> > > > Christine

>>>>>> > > > Chrysler Customer Care
>>>>>> > > >
>>>>>> > > >
>>>>>> > > > ---------- Original Message ----------
>>>>>> > > > From: US Customer Care [uscustomercare@fcagroup.com]
>>>>>> > > > Sent: 8/6/2019 1:01 PM
>>>>>> > > > To: [redacted]
>>>>>> > > > Subject: AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>>>>>> *****
>>>>>> > > > >
>>>>>> > > > > Your inquiry has been received by the Chrysler Customer Care. We
>>>>>> > > > > appreciate your contact with us and look forward to getting
>>>>>> back with
>>>>>> > you
>>>>>> > > > > as soon as possible.
>>>>>> > > > >
>>>>>> > > > > To ensure a prompt response, please add to your Safe Senders
>>>>>> list,
>>>>>> > > Address
>>>>>> > > > > Book or Contact List. Please also monitor your Junk Mail or
>>>>>> Spam Folder
>>>>>> > > for
>>>>>> > > > > our response.
>>>>>> > > > >
>>>>>> > > > > Should this matter be urgent, or if you desire a quicker
>>>>>> response,
>>>>>> > please
>>>>>> > > > > contact us by phone to discuss your issue with one of our
>>>>>> Chrysler
>>>>>> > > Advisors.
>>>>>> > > > >
>>>>>> > > > > Chrysler Brand: 800-247-9753
>>>>>> > > > >
>>>>>> > > > > FCA Brand : 800-247-9753
>>>>>> > > > >
>>>>>> > > > >
>>>>>> > > > >
>>>>>> > > > > For any future communication related to this email, please
>>>>>> refer to
>>>>>> > > > > reference number [redacted]
>>>>>> > > > >
>>>>>> > > > > Sincerely,
>>>>>> > > > >
>>>>>> > > > > The Chrysler Brand
>>>>>> > > > >
>>>>>> > > > >
>>>>>> > > > > To view the Chrysler Privacy Policy, visit
>>>>>> > > > > [redacted]
>>>>>> > > >
>>>>>> > > >
>>>>>> > >
>>>>>> >
>>>>>>
>>>>>>

Date	08/24/2019	***Subject***	Re: Help [ref [redacted]]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/24/2019 19:20 PM

Thank you!

On Sat, Aug 24, 2019, 12:15 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> [image: Header]
>
> Hello [redacted]
>
> Thank you for resubmitting those, I did receive them and can view them.
>
> I will now escalate this to see if there is a possibility of any
> reimbursement I can offer you.
>
> I will let you know when I have an answer for you.
>
> Thank You for your patience through this process.
>
> Thank You
> Christine
> Chrysler Customer Care
> [image: Footer]
>
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 8/24/2019 6:10 PM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Help [ref:_[redacted]:ref]
>
> Hopefully this goes through. Please let me know if you receive all four
> receipts.
>
> On Sat, Aug 24, 2019, 11:08 AM [redacted] wrote:
>
> >
> > On Sat, Aug 24, 2019, 11:01 AM [redacted] > wrote:
> >
> >> I've sent a PDF twice and I keep getting a response from Chrysler saying
> >> there's technical issues to resend. I'm working on figuring out the
> issue.
> >> Please let me know if and when the documents are received.
> >>
> >> On Sat, Aug 24, 2019, 10:56 AM [redacted] > wrote:
> >>
> >>>
> >>> On Sat, Aug 24, 2019, 10:51 AM [redacted] > wrote:
> >>>
> >>>> Here is a PDF of the receipts. I accidentally scanned one receipt
> twice
> >>>> but it all saved together so I couldn't omit it. If there is anything
> else
> >>>> you need from me please let me know.
> >>>>
> >>>> On Sat, Aug 24, 2019, 9:10 AM [redacted] > wrote:
> >>>>
> >>>>> I will see if I can convert it or rescan it to be a PDF.
> >>>>>
> >>>>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
> >>>>> chryslercustomercare@fcagroup.com> wrote:
> >>>>>
> >>>>>>
> >>>>>> Hello [redacted],
> >>>>>>
> >>>>>> The pictures you sent in, Is there anyway you can upload them as a
> >>>>>> PDF. We are unable to look at them, at that time I can send this for
> >>>>>> further consideration.
> >>>>>>
> >>>>>>
> >>>>>> Thank You,
> >>>>>> Christine
> >>>>>> Chrysler Customer Care
> >>>>>>
> >>>>>> ---------- Original Message ----------
> >>>>>> From: [redacted]
> >>>>>> Sent: 8/23/2019 10:09 PM
> >>>>>> To: chryslercustomercare@fcagroup.com
> >>>>>> Subject: Re: Help [ref:_[redacted]
> >>>>>>
> >>>>>> Hello Christine,
> >>>>>> I was able to fine all the receipts. I apologize for it taking so
> >>>>>> long, but
> >>>>>> I had last years receipts in the garage and it wasn't where it was
> >>>>>> supposed
> >>>>>> to be. I have attached the receipts for the March 2018 when the

> water
> >>>>>> was
> >>>>>> in the engine, the ac repair that was this past May 2019, and then
> >>>>>> the two
> >>>>>> of the three window repairs (Oct 2018 and June 2019). I didn't get a
> >>>>>> receipt for the last one since I didn't pay for the repair since it
> >>>>>> was
> >>>>>> still under the repair shops warranty.
> >>>>>> I know that you had said that my van is no longer under warranty and
> >>>>>> so I
> >>>>>> couldn't get repairs covered, but I want ask again if there is
> >>>>>> anything
> >>>>>> that can be done to help with my sliding side door not locking.
> >>>>>> First, I
> >>>>>> have no idea how long that door has not been working and for all I
> >>>>>> know it
> >>>>>> hasn't been working properly for years. It isnt something that I
> >>>>>> thought I
> >>>>>> needed to double check and honestly I shouldnt have had too. Second,
> >>>>>> after
> >>>>>> researching the issue online, this is something that has been a a
> >>>>>> problem
> >>>>>> with Chrysler for years. I saw reports about it as far back as 2009!
> >>>>>> I just
> >>>>>> feel that if this is a know issue of Chrysler, it has been an issue
> >>>>>> for so
> >>>>>> long and it isn't just my van that Chrysler should be willing to fix
> >>>>>> it.
> >>>>>> If you need anything else please let me know.
> >>>>>>
> >>>>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
> >>>>>> chryslercustomercare@fcagroup.com> wrote:
> >>>>>>
> >>>>>> >
> >>>>>> > Hello [redacted]
> >>>>>> >
> >>>>>> > I am just looking for an update to add to your case.
> >>>>>> >
> >>>>>> > Have you found your receipts, so we can proceed with this case?
> >>>>>> >
> >>>>>> > Thank You,
> >>>>>> > Christine
> >>>>>> > Chrysler Customer Care
> >>>>>> >
> >>>>>> >
> >>>>>> > ---------- Original Message ----------
> >>>>>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> >>>>>> > Sent: 8/19/2019 12:47 PM
> >>>>>> > To[redacted]
> >>>>>> > Subject: Re: Help [ref:_[redacted]ef]
> >>>>>> >
> >>>>>> > Hello [redacted],
> >>>>>> >
> >>>>>> > I am just looking for an update to add to your case.
> >>>>>> >
> >>>>>> > Have you found your receipts, so we can proceed with this case?
> >>>>>> >
> >>>>>> > Thank You,
> >>>>>> > Christine
> >>>>>> > Chrysler Customer Care
> >>>>>> >
> >>>>>> >
> >>>>>> > ---------- Original Message ----------
> >>>>>> > From: [redacted]]
> >>>>>> > Sent: 8/14/2019 10:05 PM
> >>>>>> > To: chryslercustomercare@fcagroup.com
> >>>>>> > Subject: Re: Help [ref:_[redacted]:ref]
> >>>>>> >
> >>>>>> > Ok, give me a few days to track down all my receipts.
> >>>>>> >
> >>>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
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> >>>>>> >
> >>>>>> > >
> >>>>>> > > >
> >>>>>> > > >
> >>>>>> >

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> >>>>>> me of
> >>>>>> the
> >>>>>> > > following repairs, Mar 2018 Spark Plugs Coil Packs Alternator
> Oct
> >>>>>> 2018
> >>>>>> > > Passenger window regulator May 2019 AC compressor Condenser
> Valve
> >>>>>> Flush
> >>>>>> > > July 2019 Driver window regulator I have looked and in fact your
> >>>>>> Basic
> >>>>>> > > Warranty would have expired in May 2018, making that first
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> >>>>>> > > Payment for all these repairs you have paid for out of pocket
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> >>>>>> > >
> >>>>>> > > *Power Train Warranty*- expires May 2020 or at 100,000miles- so
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> >>>>>> > > left or 54,500 Miles whichever comes first.
> >>>>>> > >
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> >>>>>> > >
> >>>>>> > > *Thank you for your continued loyalty, I look forward to hearing
> >>>>>> from
> >>>>>> > you.
> >>>>>> > > Please respond Via Email or contact us at Chrysler Customer Care
> >>>>>> at
> >>>>>> > > 800-247-9753 and reference case @ 59511059 and any agent can
> >>>>>> assist you.*
> >>>>>> > >
> >>>>>> > >
> >>>>>> > >
> >>>>>> > > *Best Wishes, Christine Chrysler Customer care*
> >>>>>> > >
> >>>>>> > >
> >>>>>> > >
> >>>>>> > > ---------- Original Message ----------
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>]
> >>>>>> > > Sent: 8/13/2019 12:24 PM
> >>>>>> > > To: [redacted]
> >>>>>> > > Subject: Re: Help [ref[redacted]:ref]
> >>>>>> > >
> >>>>>> > > Hello [redacted]
> >>>>>> > >
> >>>>>> > > Thank you for the information.
> >>>>>> > >
> >>>>>> > > I can certainly understand the frustration you are having. I
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> >>>>>> > > call to Joe Hahns, and see what information I can gather from
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> >>>>>> > > what was wrong and dates and mileage, and see if it falls

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> >>>>>> > > Chrysler Customer Care
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> >>>>>> > >
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> >>>>>> > > From: [redacted]]
> >>>>>> > > Sent: 8/11/2019 9:15 PM
> >>>>>> > > To: chryslercustomercare@fcagroup.com
> >>>>>> > > Subject: Re: Help [ref[redacted]ref]
> >>>>>> > >
> >>>>>> > > Hello Christine,
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> >>>>>> > > The issues all started about a year an a half ago. I called
> Moore
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> >>>>>> > > where I had taken my van before in March 2018 to find out when
> my
> >>>>>> warranty
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> >>>>>> Automotive
> >>>>>> > > (602)592-6958. He took a look and he found a lot of water in my
> >>>>>> engine
> >>>>>> > and
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> >>>>>> > > car savvy, so I apologize if I am not describing this well. He
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> >>>>>> > > told me that the spark plugs looked like they came from a engine
> >>>>>> that had
> >>>>>> > > over 100K miles on it when I only had barley 30K. He asked if I
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> >>>>>> > > van pressure washed, detailed or if I drove through a flooded
> >>>>>> area. The
> >>>>>> > > answer was no to all of them. I did go through a drive thru car
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> >>>>>> > nothing.
> >>>>>> > > So the engine was fixed March of 2018 and it seems like the same
> >>>>>> thing is
> >>>>>> > > starting again. It is starting to idle rougher but it isn't
> >>>>>> noticeable to
> >>>>>> > > my husband who isn't in my van often,
> >>>>>> > >
> >>>>>> > > The first window , the passenger side front window, fell October
> >>>>>> 2018. It
> >>>>>> > > was the regulator that broke. I just had this same window fixed
> >>>>>> again on
> >>>>>> > > Wednesday (08/07/19), luckily for free since it had been less
> >>>>>> than a year
> >>>>>> > > and was under warranty still. The driver side front window fell
> a
> >>>>>> couple
> >>>>>> > > of months ago in June 2019. Luckily, my glass didn't break or
> >>>>>> shatter
> >>>>>> > when
> >>>>>> > > they fell any of those times.

> >>>>>> > >
> >>>>>> > > My A/C started acting up once I started needing to use it this
> >>>>>> year in
> >>>>>> > > about April/May. (I live in Glendale, AZ and it gets hot early).
> >>>>>> It made
> >>>>>> > a
> >>>>>> > > clicking type noise and would only get cold when I was moving
> >>>>>> about
> >>>>>> > 30-40+
> >>>>>> > > MPH. Whenever I would go slowly like in traffic or be stop at a
> >>>>>> light the
> >>>>>> > > air would get warm to hot very fast until I started going again.
> >>>>>> I dont
> >>>>>> > > remember what Joe said he needed to replace, I think a
> compressor
> >>>>>> and a
> >>>>>> > few
> >>>>>> > > other parts, but the pressure was getting really high before he
> >>>>>> fixed it
> >>>>>> > > and could cause some major issues.
> >>>>>> > >
> >>>>>> > > My driver side mirror just recently stopped being able to be
> >>>>>> moved by the
> >>>>>> > > inside power adjustment button. I have not gotten it fixed yet
> >>>>>> since I am
> >>>>>> > > able to manually adjust it for the time being.
> >>>>>> > >
> >>>>>> > > The passenger side sliding door does not lock/unlock with the
> key
> >>>>>> fob. I
> >>>>>> > do
> >>>>>> > > not know when this started because I just realized that it was
> >>>>>> unlocked
> >>>>>> > > even though the rest of the van was locked a couple of weeks
> ago.
> >>>>>> I have
> >>>>>> > a
> >>>>>> > > feeling that it has been like this for a year or more though. My
> >>>>>> kids
> >>>>>> > from
> >>>>>> > > time to time have had been able to open that door using the
> >>>>>> handle even
> >>>>>> > > though the van was locked and I just assumed that I might have
> >>>>>> > accidentally
> >>>>>> > > hit the key to unlock it or something along those lines. I
> hadn't
> >>>>>> realized
> >>>>>> > > that it had always unlocked and able to get into until a week or
> >>>>>> so ago.
> >>>>>> > I
> >>>>>> > > have been so lucky that no one has gotten into my van that
> wasn't
> >>>>>> > supposed
> >>>>>> > > to. I have not had this fixed yet and I am just keeping it
> locked
> >>>>>> all the
> >>>>>> > > time and need to unlock it from the inside each time my kids
> need
> >>>>>> to get
> >>>>>> > in
> >>>>>> > > on that side. I have a car seat on the opposite side so my older
> >>>>>> boys
> >>>>>> > need
> >>>>>> > > to get in and out of the broken side most days. Its really
> >>>>>> inconvenient.
> >>>>>> > >
> >>>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
> >>>>>> Wickenburg,
> >>>>>> > AZ.
> >>>>>> > >
> >>>>>> > > Please let me know if you need anymore information.
> >>>>>> > > Thanks so much.
> >>>>>> > > [redacted]
> >>>>>> > >
> >>>>>> > >
> >>>>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
> >>>>>> > > chryslercustomercare@fcagroup.com> wrote:
> >>>>>> > >
> >>>>>> > > > Hell[redacted],
> >>>>>> > > >
> >>>>>> > > > Thank you for contacting Chrysler Customer Care.
> >>>>>> > > >
> >>>>>> > > > Thank you for the opportunity to assist you, il would
> certainly
> >>>>>> be
> >>>>>> > happy

> >>>>>> > > > to see what I can do for you.
> >>>>>> > > >
> >>>>>> > > > I understand how frustrating this must be with multiple
> issues,
> >>>>>> as I
> >>>>>> > > would
> >>>>>> > > > be frustrated in this situation myself.
> >>>>>> > > >
> >>>>>> > > > I just need a few pieces of information from you, If you could
> >>>>>> supply
> >>>>>> > > them
> >>>>>> > > > and I can try and see what I can do from my end.
> >>>>>> > > >
> >>>>>> > > > If you could provide me with Possible dates, that the issues
> >>>>>> started in
> >>>>>> > > > detail, as well as the contact information to the dealer you
> >>>>>> have taken
> >>>>>> > > the
> >>>>>> > > > vehicle to after the water issue started, and any other
> dealers
> >>>>>> that
> >>>>>> > have
> >>>>>> > > > provided you with diagnoses on the vehicle.
> >>>>>> > > >
> >>>>>> > > > This will help me to get a better understanding of the vehicle
> >>>>>> and its
> >>>>>> > > > component issues.
> >>>>>> > > >
> >>>>>> > > > If you can respond to this email or call us at Chrysler
> >>>>>> Customer Care
> >>>>>> > at
> >>>>>> > > > 800-726-4636 and reference case number [redacted] any agent
> >>>>>> would be
> >>>>>> > > > happy to assist in updating this information.
> >>>>>> > > >
> >>>>>> > > > Best Wishes,
> >>>>>> > > > Christine
> >>>>>> > > > Chrysler Customer Care
> >>>>>> > > >
> >>>>>> > > >
> >>>>>> > > > ---------- Original Message ----------
> >>>>>> > > > From: US Customer Care [uscustomercare@fcagroup.com]
> >>>>>> > > > Sent: 8/6/2019 1:01 PM
> >>>>>> > > > To [redacted]
> >>>>>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS
> ADDRESS
> >>>>>> *****
> >>>>>> > > >
> >>>>>> > > > Your inquiry has been received by the Chrysler Customer Care.
> We
> >>>>>> > > > appreciate your contact with us and look forward to getting
> >>>>>> back with
> >>>>>> > you
> >>>>>> > > > as soon as possible.
> >>>>>> > > >
> >>>>>> > > > To ensure a prompt response, please add to your Safe Senders
> >>>>>> list,
> >>>>>> > > Address
> >>>>>> > > > Book or Contact List. Please also monitor your Junk Mail or
> >>>>>> Spam Folder
> >>>>>> > > for
> >>>>>> > > > our response.
> >>>>>> > > >
> >>>>>> > > > Should this matter be urgent, or if you desire a quicker
> >>>>>> response,
> >>>>>> > please
> >>>>>> > > > contact us by phone to discuss your issue with one of our
> >>>>>> Chrysler
> >>>>>> > > Advisors.
> >>>>>> > > >
> >>>>>> > > > Chrysler Brand: 800-247-9753
> >>>>>> > > >
> >>>>>> > > > FCA Brand : 800-247-9753
> >>>>>> > > >
> >>>>>> > > >
> >>>>>> > > >
> >>>>>> > > > For any future communication related to this email, please
> >>>>>> refer to
> >>>>>> > > > reference number [redacted].
> >>>>>> > > >
> >>>>>> > > > Sincerely,
> >>>>>> > > >
> >>>>>> > > > The Chrysler Brand
> >>>>>> > > >
> >>>>>> > > >
> >>>>>> > > > To view the Chrysler Privacy Policy, visit

> >>>>>> > > [redacted]
> >>>>>> > >
> >>>>>> > >
> >>>>>> > >
> >>>>>> > >
> >>>>>> > >
> >>>>>> >
> >>>>>> >
> >>>>>>
> >>>>>>
>
>

Date	09/06/2019	***Subject***	Re: Help [ref: [redacted] ref]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	09/06/2019 15:40 PM

Good morning,
I just wanted to follow up and see if there was anything else I need to do on my end. It's been two weeks tomorrow since I sent in my receipts and wanted to check how things are going.
Thanks,
[redacted]

On Sat, Aug 24, 2019, 12:20 PM [redacted] > wrote:

> Thank you!
>
> On Sat, Aug 24, 2019, 12:15 PM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
>
>> [image: Header]
>>
>> Hello [redacted] ,
>>
>> Thank you for resubmitting those, I did receive them and can view them.
>>
>> I will now escalate this to see if there is a possibility of any
>> reimbursement I can offer you.
>>
>> I will let you know when I have an answer for you.
>>
>> Thank You for your patience through this process.
>>
>> Thank You
>> Christine
>> Chrysler Customer Care
>> [image: Footer]
>>
>>
>>
>> ---------- Original Message ----------
>> From: [redacted]
>> Sent: 8/24/2019 6:10 PM
>> To: chryslercustomercare@fcagroup.com
>> Subject: Re: Help [ref [redacted] :ref]
>>
>> Hopefully this goes through. Please let me know if you receive all four
>> receipts.
>>
>> On Sat, Aug 24, 2019, 11:08 AM [redacted] > wrote:
>>
>> >
>> > On Sat, Aug 24, 2019, 11:01 AM [redacted] > wrote:
>> >
>> >> I've sent a PDF twice and I keep getting a response from Chrysler
>> saying
>> >> there's technical issues to resend. I'm working on figuring out the
>> issue.
>> >> Please let me know if and when the documents are received.
>> >>
>> >> On Sat, Aug 24, 2019, 10:56 AM [redacted] > wrote:
>> >>
>> >>>
>> >>>
>> >>> On Sat, Aug 24, 2019, 10:51 AM [redacted] > wrote:
>> >>>
>> >>>> Here is a PDF of the receipts. I accidentally scanned one receipt
>> twice
>> >>>> but it all saved together so I couldn't omit it. If there is
>> anything else
>> >>>> you need from me please let me know.
>> >>>>
>> >>>> On Sat, Aug 24, 2019, 9:10 AM [redacted] > wrote:
>> >>>>
>> >>>>> I will see if I can convert it or rescan it to be a PDF.
>> >>>>>
>> >>>>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
>> >>>>> chryslercustomercare@fcagroup.com> wrote:
>> >>>>>
>> >>>>>>
>> >>>>>>
>> >>>>>> Hello [redacted] ,
>> >>>>>>
>> >>>>>> The pictures you sent in, Is there anyway you can upload them as a
>> >>>>>> PDF. We are unable to look at them, at that time I can send this
>> for
>> >>>>>> further consideration.
>> >>>>>>
>> >>>>>>
>> >>>>>> Thank You,
>> >>>>>> Christine
>> >>>>>> Chrysler Customer Care
>> >>>>>>
>> >>>>>> ---------- Original Message ----------

>> >>>>>> From: [redacted]]
>> >>>>>> Sent: 8/23/2019 10:09 PM
>> >>>>>> To: chryslercustomercare@fcagroup.com
>> >>>>>> Subject: Re: Help [ref[redacted]ref]
>> >>>>>>
>> >>>>>> Hello Christine,
>> >>>>>> I was able to fine all the receipts. I apologize for it taking so
>> >>>>>> long, but
>> >>>>>> I had last years receipts in the garage and it wasn't where it was
>> >>>>>> supposed
>> >>>>>> to be. I have attached the receipts for the March 2018 when the
>> water
>> >>>>>> was
>> >>>>>> in the engine, the ac repair that was this past May 2019, and then
>> >>>>>> the two
>> >>>>>> of the three window repairs (Oct 2018 and June 2019). I didn't get
>> a
>> >>>>>> receipt for the last one since I didn't pay for the repair since it
>> >>>>>> was
>> >>>>>> still under the repair shops warranty.
>> >>>>>> I know that you had said that my van is no longer under warranty
>> and
>> >>>>>> so I
>> >>>>>> couldn't get repairs covered, but I want ask again if there is
>> >>>>>> anything
>> >>>>>> that can be done to help with my sliding side door not locking.
>> >>>>>> First, I
>> >>>>>> have no idea how long that door has not been working and for all I
>> >>>>>> know it
>> >>>>>> hasn't been working properly for years. It isnt something that I
>> >>>>>> thought I
>> >>>>>> needed to double check and honestly I shouldnt have had too.
>> Second,
>> >>>>>> after
>> >>>>>> researching the issue online, this is something that has been a a
>> >>>>>> problem
>> >>>>>> with Chrysler for years. I saw reports about it as far back as
>> 2009!
>> >>>>>> I just
>> >>>>>> feel that if this is a know issue of Chrysler, it has been an issue
>> >>>>>> for so
>> >>>>>> long and it isn't just my van that Chrysler should be willing to
>> fix
>> >>>>>> it.
>> >>>>>> If you need anything else please let me know.
>> >>>>>>
>> >>>>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>> >>>>>> chryslercustomercare@fcagroup.com> wrote:
>> >>>>>>
>> >>>>>> >
>> >>>>>> > Hello[redacted]
>> >>>>>> >
>> >>>>>> > I am just looking for an update to add to your case.
>> >>>>>> >
>> >>>>>> > Have you found your receipts, so we can proceed with this case?
>> >>>>>> >
>> >>>>>> > Thank You,
>> >>>>>> > Christine
>> >>>>>> > Chrysler Customer Care
>> >>>>>> >
>> >>>>>> >
>> >>>>>> > ---------- Original Message ----------
>> >>>>>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
>> >>>>>> > Sent: 8/19/2019 12:47 PM
>> >>>>>> > To: [redacted]
>> >>>>>> > Subject: Re: Help [ref:_[redacted]:ref]
>> >>>>>> >
>> >>>>>> > Hello Jamie,
>> >>>>>> >
>> >>>>>> > I am just looking for an update to add to your case.
>> >>>>>> >
>> >>>>>> > Have you found your receipts, so we can proceed with this case?
>> >>>>>> >
>> >>>>>> > Thank You,
>> >>>>>> > Christine
>> >>>>>> > Chrysler Customer Care
>> >>>>>> >
>> >>>>>> >
>> >>>>>> > ---------- Original Message ----------
>> >>>>>> > From [redacted]
>> >>>>>> > Sent: 8/14/2019 10:05 PM
>> >>>>>> > To: chryslercustomercare@fcagroup.com
>> >>>>>> > Subject: Re: Help [ref[redacted]:ref]
>> >>>>>> >
>> >>>>>> > Ok, give me a few days to track down all my receipts.
>> >>>>>> >

>> >>>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>> >>>>>> > chryslercustomercare@fcagroup.com> wrote:
>> >>>>>> >
>> >>>>>> > >
>> >>>>>> > > >
>> >>>>>> > > >
>> >>>>>> >

>> >>>>>> > >
>> >>>>>> > >
>> >>>>>> > > ---------- Original Message ----------
>> >>>>>> > > From: Chrysler Customer Care [
>> chryslercustomercare@fcagroup.com]
>> >>>>>> > > Sent: 8/13/2019 12:24 PM
>> >>>>>> > > To: [redacted]
>> >>>>>> > > Subject: Re: Help [ref [redacted]:ref]
>> >>>>>> > >
>> >>>>>> > > Hello [redacted]
>> >>>>>> > >
>> >>>>>> > > Thank you for the information.
>> >>>>>> > >
>> >>>>>> > > I can certainly understand the frustration you are having. I
>> will
>> >>>>>> make a
>> >>>>>> > > call to Joe Hahns, and see what information I can gather from
>> him
>> >>>>>> as for
>> >>>>>> > > what was wrong and dates and mileage, and see if it falls
>> within a
>> >>>>>> > warranty
>> >>>>>> > > category and time and see about a possible reimbursement.
>> >>>>>> > >
>> >>>>>> > > As for the Window issue and A/C those dates do put those out of
>> >>>>>> warranty,
>> >>>>>> > > I do understand the inconvenience though.
>> >>>>>> > >
>> >>>>>> > > Please leave this with me for 1-2 days and I will see what I
>> can
>> >>>>>> figure
>> >>>>>> > > out and how we can proceed further.
>> >>>>>> > >
>> >>>>>> > > Thank you,
>> >>>>>> > > Christine
>> >>>>>> > > Chrysler Customer Care
>> >>>>>> > >
>> >>>>>> > >
>> >>>>>> > > ---------- Original Message ----------
>> >>>>>> > > From: [redacted]
>> >>>>>> > > Sent: 8/11/2019 9:15 PM
>> >>>>>> > > To: chryslercustomercare@fcagroup.com
>> >>>>>> > > Subject: Re: Help [ref:_[redacted]:ref]
>> >>>>>> > >
>> >>>>>> > > Hello Christine,
>> >>>>>> > >
>> >>>>>> > > The issues all started about a year an a half ago. I called
>> Moore
>> >>>>>> Chrysler
>> >>>>>> > > where I had taken my van before in March 2018 to find out when
>> my
>> >>>>>> warranty
>> >>>>>> > > was up since I could remember the date it was up and was told
>> it
>> >>>>>> have
>> >>>>>> > > expired already. Come to find out it was actually still good
>> >>>>>> until May
>> >>>>>> > 2018
>> >>>>>> > > and I probably could have had it fixed for free instead of
>> >>>>>> spending about
>> >>>>>> > > $500. For a couple of months before that, my van would shake a
>> >>>>>> little
>> >>>>>> > when
>> >>>>>> > > idling and it went from barely noticeable to shaking a lot
>> pretty
>> >>>>>> quickly
>> >>>>>> > > as well as the engine got louder. Since I was told the warranty
>> >>>>>> was
>> >>>>>> > > expired, I took it to my own mechanic Joe Hahn, from Hahn's
>> >>>>>> Automotive
>> >>>>>> > > (602)592-6958. He took a look and he found a lot of water in my
>> >>>>>> engine
>> >>>>>> > and
>> >>>>>> > > it had caused spark plugs to stop firing or not fire
>> correctly. I
>> >>>>>> am not
>> >>>>>> > > car savvy, so I apologize if I am not describing this well. He
>> >>>>>> also had
>> >>>>>> > > told me that the spark plugs looked like they came from a
>> engine
>> >>>>>> that had
>> >>>>>> > > over 100K miles on it when I only had barley 30K. He asked if I
>> >>>>>> have my
>> >>>>>> > > van pressure washed, detailed or if I drove through a flooded
>> >>>>>> area. The
>> >>>>>> > > answer was no to all of them. I did go through a drive thru car

>> >>>>>> wash once
>> >>>>>> > > or twice, which shouldn't put water in the engine, other than
>> that
>> >>>>>> > nothing.
>> >>>>>> > > So the engine was fixed March of 2018 and it seems like the
>> same
>> >>>>>> thing is
>> >>>>>> > > starting again. It is starting to idle rougher but it isn't
>> >>>>>> noticeable to
>> >>>>>> > > my husband who isn't in my van often,
>> >>>>>> > >
>> >>>>>> > > The first window , the passenger side front window, fell
>> October
>> >>>>>> 2018. It
>> >>>>>> > > was the regulator that broke. I just had this same window fixed
>> >>>>>> again on
>> >>>>>> > > Wednesday (08/07/19), luckily for free since it had been less
>> >>>>>> than a year
>> >>>>>> > > and was under warranty still. The driver side front window
>> fell a
>> >>>>>> couple
>> >>>>>> > > of months ago in June 2019. Luckily, my glass didn't break or
>> >>>>>> shatter
>> >>>>>> > when
>> >>>>>> > > they fell any of those times.
>> >>>>>> > >
>> >>>>>> > > My A/C started acting up once I started needing to use it this
>> >>>>>> year in
>> >>>>>> > > about April/May. (I live in Glendale, AZ and it gets hot
>> early).
>> >>>>>> It made
>> >>>>>> > a
>> >>>>>> > > clicking type noise and would only get cold when I was moving
>> >>>>>> about
>> >>>>>> > 30-40+
>> >>>>>> > > MPH. Whenever I would go slowly like in traffic or be stop at a
>> >>>>>> light the
>> >>>>>> > > air would get warm to hot very fast until I started going
>> again.
>> >>>>>> I dont
>> >>>>>> > > remember what Joe said he needed to replace, I think a
>> compressor
>> >>>>>> and a
>> >>>>>> > few
>> >>>>>> > > other parts, but the pressure was getting really high before he
>> >>>>>> fixed it
>> >>>>>> > > and could cause some major issues.
>> >>>>>> > >
>> >>>>>> > > My driver side mirror just recently stopped being able to be
>> >>>>>> moved by the
>> >>>>>> > > inside power adjustment button. I have not gotten it fixed yet
>> >>>>>> since I am
>> >>>>>> > > able to manually adjust it for the time being.
>> >>>>>> > >
>> >>>>>> > > The passenger side sliding door does not lock/unlock with the
>> key
>> >>>>>> fob. I
>> >>>>>> > do
>> >>>>>> > > not know when this started because I just realized that it was
>> >>>>>> unlocked
>> >>>>>> > > even though the rest of the van was locked a couple of weeks
>> ago.
>> >>>>>> I have
>> >>>>>> > a
>> >>>>>> > > feeling that it has been like this for a year or more though.
>> My
>> >>>>>> kids
>> >>>>>> > from
>> >>>>>> > > time to time have had been able to open that door using the
>> >>>>>> handle even
>> >>>>>> > > though the van was locked and I just assumed that I might have
>> >>>>>> accidentally
>> >>>>>> > > hit the key to unlock it or something along those lines. I
>> hadn't
>> >>>>>> realized
>> >>>>>> > > that it had always unlocked and able to get into until a week
>> or
>> >>>>>> so ago.
>> >>>>>> > I
>> >>>>>> > > have been so lucky that no one has gotten into my van that
>> wasn't
>> >>>>>> supposed
>> >>>>>> > > to. I have not had this fixed yet and I am just keeping it
>> locked
>> >>>>>> all the
>> >>>>>> > > time and need to unlock it from the inside each time my kids

>> need
>> >>>>>> to get
>> >>>>>> > in
>> >>>>>> > > on that side. I have a car seat on the opposite side so my
>> older
>> >>>>>> boys
>> >>>>>> > need
>> >>>>>> > > to get in and out of the broken side most days. Its really
>> >>>>>> inconvenient.
>> >>>>>> > >
>> >>>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>> >>>>>> Wickenburg,
>> >>>>>> > AZ.
>> >>>>>> > >
>> >>>>>> > > Please let me know if you need anymore information.
>> >>>>>> > > Thanks so much.
>> >>>>>> > > [redacted]
>> >>>>>> > >
>> >>>>>> > >
>> >>>>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>> >>>>>> > > chryslercustomercare@fcagroup.com> wrote:
>> >>>>>> > >
>> >>>>>> > > > Hell[redacted]
>> >>>>>> > > >
>> >>>>>> > > > Thank you for contacting Chrysler Customer Care.
>> >>>>>> > > >
>> >>>>>> > > > Thank you for the opportunity to assist you, il would
>> certainly
>> >>>>>> be
>> >>>>>> > happy
>> >>>>>> > > > to see what I can do for you.
>> >>>>>> > > >
>> >>>>>> > > > I understand how frustrating this must be with multiple
>> issues,
>> >>>>>> as I
>> >>>>>> > > would
>> >>>>>> > > > be frustrated in this situation myself.
>> >>>>>> > > >
>> >>>>>> > > > I just need a few pieces of information from you, If you
>> could
>> >>>>>> supply
>> >>>>>> > > them
>> >>>>>> > > > and I can try and see what I can do from my end.
>> >>>>>> > > >
>> >>>>>> > > > If you could provide me with Possible dates, that the issues
>> >>>>>> started in
>> >>>>>> > > > detail, as well as the contact information to the dealer you
>> >>>>>> have taken
>> >>>>>> > > the
>> >>>>>> > > > vehicle to after the water issue started, and any other
>> dealers
>> >>>>>> that
>> >>>>>> > have
>> >>>>>> > > > provided you with diagnoses on the vehicle.
>> >>>>>> > > >
>> >>>>>> > > > This will help me to get a better understanding of the
>> vehicle
>> >>>>>> and its
>> >>>>>> > > > component issues.
>> >>>>>> > > >
>> >>>>>> > > > If you can respond to this email or call us at Chrysler
>> >>>>>> Customer Care
>> >>>>>> > at
>> >>>>>> > > > 800-726-4636 and reference case number[redacted] and any
>> agent
>> >>>>>> would be
>> >>>>>> > > > happy to assist in updating this information.
>> >>>>>> > > >
>> >>>>>> > > > Best Wishes,
>> >>>>>> > > > Christine
>> >>>>>> > > > Chrysler Customer Care
>> >>>>>> > > >
>> >>>>>> > > >
>> >>>>>> > > > ---------- Original Message ----------
>> >>>>>> > > > From: US Customer Care [uscustomercare@fcagroup.com]
>> >>>>>> > > > Sent: 8/6/2019 1:01 PM
>> >>>>>> > > > To: [redacted]
>> >>>>>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS
>> ADDRESS
>> >>>>>> *****
>> >>>>>> > > >
>> >>>>>> > > > Your inquiry has been received by the Chrysler Customer
>> Care. We
>> >>>>>> > > > appreciate your contact with us and look forward to getting
>> >>>>>> back with
>> >>>>>> > you

>> >>>>>> > > > as soon as possible.
>> >>>>>> > > >
>> >>>>>> > > > To ensure a prompt response, please add to your Safe Senders
>> >>>>>> list,
>> >>>>>> > > Address
>> >>>>>> > > > Book or Contact List. Please also monitor your Junk Mail or
>> >>>>>> Spam Folder
>> >>>>>> > > for
>> >>>>>> > > > our response.
>> >>>>>> > > >
>> >>>>>> > > > Should this matter be urgent, or if you desire a quicker
>> >>>>>> response,
>> >>>>>> > please
>> >>>>>> > > > contact us by phone to discuss your issue with one of our
>> >>>>>> Chrysler
>> >>>>>> > > Advisors.
>> >>>>>> > > >
>> >>>>>> > > > Chrysler Brand: 800-247-9753
>> >>>>>> > > >
>> >>>>>> > > > FCA Brand : 800-247-9753
>> >>>>>> > > >
>> >>>>>> > > >
>> >>>>>> > > >
>> >>>>>> > > > For any future communication related to this email, please
>> >>>>>> refer to
>> >>>>>> > > > reference number [redacted]
>> >>>>>> > > >
>> >>>>>> > > > Sincerely,
>> >>>>>> > > >
>> >>>>>> > > > The Chrysler Brand
>> >>>>>> > > >
>> >>>>>> > > >
>> >>>>>> > > > To view the Chrysler Privacy Policy, visit
>> >>>>>> > > > [redacted]
>> >>>>>> > > >
>> >>>>>> > >
>> >>>>>> > >
>> >>>>>> >
>> >>>>>> >
>> >>>>>>
>> >>>>>>
>>
>>

Date	09/24/2019	***Subject***	Re: Help [ref: [redacted] ref]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	09/24/2019 23:32 PM

Hello,
It's been a month since I gave you all the paperwork you requested and I
was hoping for an update.
If there is anything else I need to do, please let me know.
Thanks,
[redacted]

On Fri, Sep 6, 2019, 8:40 AM [redacted] > wrote:

> Good morning,
> I just wanted to follow up and see if there was anything else I need to do
> on my end. It's been two weeks tomorrow since I sent in my receipts and
> wanted to check how things are going.
> Thanks,
> [redacted]
>
> On Sat, Aug 24, 2019, 12:20 PM [redacted] > wrote:
>
>> Thank you!
>>
>> On Sat, Aug 24, 2019, 12:15 PM Chrysler Customer Care <
>> chryslercustomercare@fcagroup.com> wrote:
>>
>>> [image: Header]
>>>
>>> Hello [redacted]
>>>
>>> Thank you for resubmitting those, I did receive them and can view them.
>>>
>>> I will now escalate this to see if there is a possibility of any
>>> reimbursement I can offer you.
>>>
>>> I will let you know when I have an answer for you.
>>>
>>> Thank You for your patience through this process.
>>>
>>> Thank You
>>> Christine
>>> Chrysler Customer Care
>>> [image: Footer]
>>>
>>>
>>>
>>> ---------- Original Message ----------
>>> From: [redacted]]
>>> Sent: 8/24/2019 6:10 PM
>>> To: chryslercustomercare@fcagroup.com
>>> Subject: Re: Help [ref [redacted] :ref]
>>>
>>> Hopefully this goes through. Please let me know if you receive all four
>>> receipts.
>>>
>>> On Sat, Aug 24, 2019, 11:08 AM [redacted] > wrote:
>>>
>>> >
>>> > On Sat, Aug 24, 2019, 11:01 AM [redacted] > wrote:
>>> >
>>> >> I've sent a PDF twice and I keep getting a response from Chrysler
>>> saying
>>> >> there's technical issues to resend. I'm working on figuring out the
>>> issue.
>>> >> Please let me know if and when the documents are received.
>>> >>
>>> >> On Sat, Aug 24, 2019, 10:56 AM [redacted] > wrote:
>>> >>
>>> >>>
>>> >>> On Sat, Aug 24, 2019, 10:51 AM [redacted] > wrote:
>>> >>>
>>> >>>> Here is a PDF of the receipts. I accidentally scanned one receipt
>>> twice
>>> >>>> but it all saved together so I couldn't omit it. If there is
>>> anything else
>>> >>>> you need from me please let me know.
>>> >>>>
>>> >>>> On Sat, Aug 24, 2019, 9:10 AM [redacted] wrote:
>>> >>>>
>>> >>>>> I will see if I can convert it or rescan it to be a PDF.
>>> >>>>>
>>> >>>>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
>>> >>>>> chryslercustomercare@fcagroup.com> wrote:
>>> >>>>>
>>> >>>>>>
>>> >>>>>> Hello [redacted]
>>> >>>>>>
>>> >>>>>> The pictures you sent in, Is there anyway you can upload them as a
>>> >>>>>> PDF. We are unable to look at them, at that time I can send this

>>> for
>>> >>>>>> further consideration.
>>> >>>>>>
>>> >>>>>>
>>> >>>>>> Thank You,
>>> >>>>>> Christine
>>> >>>>>> Chrysler Customer Care
>>> >>>>>>
>>> >>>>>> ---------- Original Message ----------
>>> >>>>>> From: [redacted]]
>>> >>>>>> Sent: 8/23/2019 10:09 PM
>>> >>>>>> To: chryslercustomercare@fcagroup.com
>>> >>>>>> Subject: Re: Help [ref[redacted]:ref]
>>> >>>>>>
>>> >>>>>> Hello Christine,
>>> >>>>>> I was able to fine all the receipts. I apologize for it taking so
>>> >>>>>> long, but
>>> >>>>>> I had last years receipts in the garage and it wasn't where it was
>>> >>>>>> supposed
>>> >>>>>> to be. I have attached the receipts for the March 2018 when the
>>> water
>>> >>>>>> was
>>> >>>>>> in the engine, the ac repair that was this past May 2019, and then
>>> >>>>>> the two
>>> >>>>>> of the three window repairs (Oct 2018 and June 2019). I didn't
>>> get a
>>> >>>>>> receipt for the last one since I didn't pay for the repair since
>>> it
>>> >>>>>> was
>>> >>>>>> still under the repair shops warranty.
>>> >>>>>> I know that you had said that my van is no longer under warranty
>>> and
>>> >>>>>> so I
>>> >>>>>> couldn't get repairs covered, but I want ask again if there is
>>> >>>>>> anything
>>> >>>>>> that can be done to help with my sliding side door not locking.
>>> >>>>>> First, I
>>> >>>>>> have no idea how long that door has not been working and for all I
>>> >>>>>> know it
>>> >>>>>> hasn't been working properly for years. It isnt something that I
>>> >>>>>> thought I
>>> >>>>>> needed to double check and honestly I shouldnt have had too.
>>> Second,
>>> >>>>>> after
>>> >>>>>> researching the issue online, this is something that has been a a
>>> >>>>>> problem
>>> >>>>>> with Chrysler for years. I saw reports about it as far back as
>>> 2009!
>>> >>>>>> I just
>>> >>>>>> feel that if this is a know issue of Chrysler, it has been an
>>> issue
>>> >>>>>> for so
>>> >>>>>> long and it isn't just my van that Chrysler should be willing to
>>> fix
>>> >>>>>> it.
>>> >>>>>> If you need anything else please let me know.
>>> >>>>>>
>>> >>>>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>>> >>>>>> chryslercustomercare@fcagroup.com> wrote:
>>> >>>>>>
>>> >>>>>> >
>>> >>>>>> > Hello [redacted]
>>> >>>>>> >
>>> >>>>>> > I am just looking for an update to add to your case.
>>> >>>>>> >
>>> >>>>>> > Have you found your receipts, so we can proceed with this case?
>>> >>>>>> >
>>> >>>>>> > Thank You,
>>> >>>>>> > Christine
>>> >>>>>> > Chrysler Customer Care
>>> >>>>>> >
>>> >>>>>> >
>>> >>>>>> > ---------- Original Message ----------
>>> >>>>>> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com
>>>]
>>> >>>>>> > Sent: 8/19/2019 12:47 PM
>>> >>>>>> > To: [redacted]
>>> >>>>>> > Subject: Re: Help [ref:_[redacted]:ref]
>>> >>>>>> >
>>> >>>>>> > Hello [redacted],
>>> >>>>>> >
>>> >>>>>> > I am just looking for an update to add to your case.
>>> >>>>>> >
>>> >>>>>> > Have you found your receipts, so we can proceed with this case?
>>> >>>>>> >
>>> >>>>>> > Thank You,

>>> >>>>>> > Christine
>>> >>>>>> > Chrysler Customer Care
>>> >>>>>> >
>>> >>>>>> >
>>> >>>>>> > ---------- Original Message ----------
>>> >>>>>> > From: [redacted]
>>> >>>>>> > Sent: 8/14/2019 10:05 PM
>>> >>>>>> > To: chryslercustomercare@fcagroup.com
>>> >>>>>> > Subject: Re: Help [ref [redacted]ef]
>>> >>>>>> >
>>> >>>>>> > Ok, give me a few days to track down all my receipts.
>>> >>>>>> >
>>> >>>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>>> >>>>>> > chryslercustomercare@fcagroup.com> wrote:
>>> >>>>>> >
>>> >>>>>> > >
>>> >>>>>> > >
>>> >>>>>> >

>>> hearing
>>> >>>>>> from
>>> >>>>>> > you.
>>> >>>>>> > > Please respond Via Email or contact us at Chrysler Customer
>>> Care
>>> >>>>>> at
>>> >>>>>> > > 800-247-9753 and reference case @ [redacted] and any agent can
>>> >>>>>> assist you.*
>>> >>>>>> > >
>>> >>>>>> > > >
>>> >>>>>> > > >
>>> >>>>>> > > *Best Wishes, Christine Chrysler Customer care*
>>> >>>>>> > > >
>>> >>>>>> > > >
>>> >>>>>> > > >
>>> >>>>>> > > ---------- Original Message ----------
>>> >>>>>> > > From: Chrysler Customer Care [
>>> chryslercustomercare@fcagroup.com]
>>> >>>>>> > > Sent: 8/13/2019 12:24 PM
>>> >>>>>> > > To: [redacted]
>>> >>>>>> > > Subject: Re: Help [ref [redacted] ef]
>>> >>>>>> > > >
>>> >>>>>> > > Hello [redacted]
>>> >>>>>> > > >
>>> >>>>>> > > Thank you for the information.
>>> >>>>>> > > >
>>> >>>>>> > > I can certainly understand the frustration you are having. I
>>> will
>>> >>>>>> make a
>>> >>>>>> > > call to Joe Hahns, and see what information I can gather from
>>> him
>>> >>>>>> as for
>>> >>>>>> > > what was wrong and dates and mileage, and see if it falls
>>> within a
>>> >>>>>> > warranty
>>> >>>>>> > > category and time and see about a possible reimbursement.
>>> >>>>>> > > >
>>> >>>>>> > > As for the Window issue and A/C those dates do put those out
>>> of
>>> >>>>>> warranty,
>>> >>>>>> > > I do understand the inconvenience though.
>>> >>>>>> > > >
>>> >>>>>> > > Please leave this with me for 1-2 days and I will see what I
>>> can
>>> >>>>>> figure
>>> >>>>>> > > out and how we can proceed further.
>>> >>>>>> > > >
>>> >>>>>> > > Thank you,
>>> >>>>>> > > Christine
>>> >>>>>> > > Chrysler Customer Care
>>> >>>>>> > > >
>>> >>>>>> > > >
>>> >>>>>> > > ---------- Original Message ----------
>>> >>>>>> > > From: [redacted]
>>> >>>>>> > > Sent: 8/11/2019 9:15 PM
>>> >>>>>> > > To: chryslercustomercare@fcagroup.com
>>> >>>>>> > > Subject: Re: Help [ref [redacted] ref]
>>> >>>>>> > > >
>>> >>>>>> > > Hello Christine,
>>> >>>>>> > > >
>>> >>>>>> > > The issues all started about a year an a half ago. I called
>>> Moore
>>> >>>>>> > Chrysler
>>> >>>>>> > > where I had taken my van before in March 2018 to find out
>>> when my
>>> >>>>>> > warranty
>>> >>>>>> > > was up since I could remember the date it was up and was told
>>> it
>>> >>>>>> have
>>> >>>>>> > > expired already. Come to find out it was actually still good
>>> >>>>>> until May
>>> >>>>>> > 2018
>>> >>>>>> > > and I probably could have had it fixed for free instead of
>>> >>>>>> spending about
>>> >>>>>> > > $500. For a couple of months before that, my van would shake a
>>> >>>>>> little
>>> >>>>>> > when
>>> >>>>>> > > idling and it went from barely noticeable to shaking a lot
>>> pretty
>>> >>>>>> quickly
>>> >>>>>> > > as well as the engine got louder. Since I was told the
>>> warranty
>>> >>>>>> was
>>> >>>>>> > > expired, I took it to my own mechanic Joe Hahn, from Hahn's
>>> >>>>>> Automotive
>>> >>>>>> > > (602)592-6958. He took a look and he found a lot of water in

>>> my
>>> >>>>>> engine
>>> >>>>>> > and
>>> >>>>>> > > it had caused spark plugs to stop firing or not fire
>>> correctly. I
>>> >>>>>> am not
>>> >>>>>> > > car savvy, so I apologize if I am not describing this well. He
>>> >>>>>> also had
>>> >>>>>> > > told me that the spark plugs looked like they came from a
>>> engine
>>> >>>>>> that had
>>> >>>>>> > > over 100K miles on it when I only had barley 30K. He asked if
>>> I
>>> >>>>>> have my
>>> >>>>>> > > van pressure washed, detailed or if I drove through a flooded
>>> >>>>>> area. The
>>> >>>>>> > > answer was no to all of them. I did go through a drive thru
>>> car
>>> >>>>>> wash once
>>> >>>>>> > > or twice, which shouldn't put water in the engine, other than
>>> that
>>> >>>>>> > nothing.
>>> >>>>>> > > So the engine was fixed March of 2018 and it seems like the
>>> same
>>> >>>>>> thing is
>>> >>>>>> > > starting again. It is starting to idle rougher but it isn't
>>> >>>>>> noticeable to
>>> >>>>>> > > my husband who isn't in my van often,
>>> >>>>>> > >
>>> >>>>>> > > The first window , the passenger side front window, fell
>>> October
>>> >>>>>> 2018. It
>>> >>>>>> > > was the regulator that broke. I just had this same window
>>> fixed
>>> >>>>>> again on
>>> >>>>>> > > Wednesday (08/07/19), luckily for free since it had been less
>>> >>>>>> than a year
>>> >>>>>> > > and was under warranty still. The driver side front window
>>> fell a
>>> >>>>>> couple
>>> >>>>>> > > of months ago in June 2019. Luckily, my glass didn't break or
>>> >>>>>> shatter
>>> >>>>>> > when
>>> >>>>>> > > they fell any of those times.
>>> >>>>>> > >
>>> >>>>>> > > My A/C started acting up once I started needing to use it this
>>> >>>>>> year in
>>> >>>>>> > > about April/May. (I live in Glendale, AZ and it gets hot
>>> early).
>>> >>>>>> It made
>>> >>>>>> > a
>>> >>>>>> > > clicking type noise and would only get cold when I was moving
>>> >>>>>> about
>>> >>>>>> > 30-40+
>>> >>>>>> > > MPH. Whenever I would go slowly like in traffic or be stop at
>>> a
>>> >>>>>> light the
>>> >>>>>> > > air would get warm to hot very fast until I started going
>>> again.
>>> >>>>>> I dont
>>> >>>>>> > > remember what Joe said he needed to replace, I think a
>>> compressor
>>> >>>>>> and a
>>> >>>>>> > few
>>> >>>>>> > > other parts, but the pressure was getting really high before
>>> he
>>> >>>>>> fixed it
>>> >>>>>> > > and could cause some major issues.
>>> >>>>>> > >
>>> >>>>>> > > My driver side mirror just recently stopped being able to be
>>> >>>>>> moved by the
>>> >>>>>> > > inside power adjustment button. I have not gotten it fixed yet
>>> >>>>>> since I am
>>> >>>>>> > > able to manually adjust it for the time being.
>>> >>>>>> > >
>>> >>>>>> > > The passenger side sliding door does not lock/unlock with the
>>> key
>>> >>>>>> fob. I
>>> >>>>>> > do
>>> >>>>>> > > not know when this started because I just realized that it was
>>> >>>>>> unlocked
>>> >>>>>> > > even though the rest of the van was locked a couple of weeks
>>> ago.
>>> >>>>>> I have
>>> >>>>>> > a
>>> >>>>>> > > feeling that it has been like this for a year or more though.

>>> My
>>> >>>>>> kids
>>> >>>>>> > from
>>> >>>>>> > > time to time have had been able to open that door using the
>>> >>>>>> handle even
>>> >>>>>> > > though the van was locked and I just assumed that I might have
>>> >>>>>> > accidentally
>>> >>>>>> > > hit the key to unlock it or something along those lines. I
>>> hadn't
>>> >>>>>> > realized
>>> >>>>>> > > that it had always unlocked and able to get into until a week
>>> or
>>> >>>>>> so ago.
>>> >>>>>> > I
>>> >>>>>> > > have been so lucky that no one has gotten into my van that
>>> wasn't
>>> >>>>>> > supposed
>>> >>>>>> > > to. I have not had this fixed yet and I am just keeping it
>>> locked
>>> >>>>>> all the
>>> >>>>>> > > time and need to unlock it from the inside each time my kids
>>> need
>>> >>>>>> to get
>>> >>>>>> > in
>>> >>>>>> > > on that side. I have a car seat on the opposite side so my
>>> older
>>> >>>>>> boys
>>> >>>>>> > need
>>> >>>>>> > > to get in and out of the broken side most days. Its really
>>> >>>>>> inconvenient.
>>> >>>>>> > >
>>> >>>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>>> >>>>>> Wickenburg,
>>> >>>>>> > AZ.
>>> >>>>>> > >
>>> >>>>>> > > Please let me know if you need anymore information.
>>> >>>>>> > > Thanks so much.
>>> >>>>>> > > [redacted]
>>> >>>>>> > >
>>> >>>>>> > >
>>> >>>>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>>> >>>>>> > > chryslercustomercare@fcagroup.com> wrote:
>>> >>>>>> > >
>>> >>>>>> > > > Hell[redacted]
>>> >>>>>> > > >
>>> >>>>>> > > > Thank you for contacting Chrysler Customer Care.
>>> >>>>>> > > >
>>> >>>>>> > > > Thank you for the opportunity to assist you, il would
>>> certainly
>>> >>>>>> be
>>> >>>>>> > happy
>>> >>>>>> > > > to see what I can do for you.
>>> >>>>>> > > >
>>> >>>>>> > > > I understand how frustrating this must be with multiple
>>> issues,
>>> >>>>>> as I
>>> >>>>>> > > would
>>> >>>>>> > > > be frustrated in this situation myself.
>>> >>>>>> > > >
>>> >>>>>> > > > I just need a few pieces of information from you, If you
>>> could
>>> >>>>>> supply
>>> >>>>>> > > them
>>> >>>>>> > > > and I can try and see what I can do from my end.
>>> >>>>>> > > >
>>> >>>>>> > > > If you could provide me with Possible dates, that the issues
>>> >>>>>> started in
>>> >>>>>> > > > detail, as well as the contact information to the dealer you
>>> >>>>>> have taken
>>> >>>>>> > the
>>> >>>>>> > > > vehicle to after the water issue started, and any other
>>> dealers
>>> >>>>>> that
>>> >>>>>> > have
>>> >>>>>> > > > provided you with diagnoses on the vehicle.
>>> >>>>>> > > >
>>> >>>>>> > > > This will help me to get a better understanding of the
>>> vehicle
>>> >>>>>> and its
>>> >>>>>> > > > component issues.
>>> >>>>>> > > >
>>> >>>>>> > > > If you can respond to this email or call us at Chrysler
>>> >>>>>> Customer Care
>>> >>>>>> > at
>>> >>>>>> > > > 800-726-4636 and reference case number[redacted], and any
>>> agent

>>> >>>>>> would be
>>> >>>>>> > > > happy to assist in updating this information.
>>> >>>>>> > > >
>>> >>>>>> > > > Best Wishes,
>>> >>>>>> > > > Christine
>>> >>>>>> > > > Chrysler Customer Care
>>> >>>>>> > > >
>>> >>>>>> > > >
>>> >>>>>> > > > ---------- Original Message ----------
>>> >>>>>> > > > From: US Customer Care [uscustomercare@fcagroup.com]
>>> >>>>>> > > > Sent: 8/6/2019 1:01 PM
>>> >>>>>> > > > To: [redacted]
>>> >>>>>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS
>>> ADDRESS
>>> >>>>>> *****
>>> >>>>>> > > >
>>> >>>>>> > > > Your inquiry has been received by the Chrysler Customer
>>> Care. We
>>> >>>>>> > > > appreciate your contact with us and look forward to getting
>>> >>>>>> back with
>>> >>>>>> > you
>>> >>>>>> > > > as soon as possible.
>>> >>>>>> > > >
>>> >>>>>> > > > To ensure a prompt response, please add to your Safe Senders
>>> >>>>>> list,
>>> >>>>>> > > Address
>>> >>>>>> > > > Book or Contact List. Please also monitor your Junk Mail or
>>> >>>>>> Spam Folder
>>> >>>>>> > > for
>>> >>>>>> > > > our response.
>>> >>>>>> > > >
>>> >>>>>> > > > Should this matter be urgent, or if you desire a quicker
>>> >>>>>> response,
>>> >>>>>> > please
>>> >>>>>> > > > contact us by phone to discuss your issue with one of our
>>> >>>>>> Chrysler
>>> >>>>>> > > Advisors.
>>> >>>>>> > > >
>>> >>>>>> > > > Chrysler Brand: 800-247-9753
>>> >>>>>> > > >
>>> >>>>>> > > > FCA Brand : 800-247-9753
>>> >>>>>> > > >
>>> >>>>>> > > >
>>> >>>>>> > > >
>>> >>>>>> > > > For any future communication related to this email, please
>>> >>>>>> refer to
>>> >>>>>> > > > reference number [redacted]
>>> >>>>>> > > >
>>> >>>>>> > > > Sincerely,
>>> >>>>>> > > >
>>> >>>>>> > > > The Chrysler Brand
>>> >>>>>> > > >
>>> >>>>>> > > >
>>> >>>>>> > > > To view the Chrysler Privacy Policy, visit
>>> >>>>>> > > > [redacted]
>>> >>>>>> >
>>> >>>>>> >
>>> >>>>>> >
>>> >>>>>> >
>>> >>>>>> >
>>> >>>>>> >
>>> >>>>>> > >
>>> >>>>>> > >
>>> >>>>>> >>>>>>
>>> >>>>>>
>>> >>>
>>> >>>

Date	10/15/2019	Subject	Re: Help [ref:[redacted]:ref]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	10/15/2019 00:14 AM

Hello again!
I really would like an update. I emailed the receipts that were requested
in August and I haven't heard anything since. Please let me know if there
is anything else you need from me.
Thank you.
[redacted]

On Tue, Sep 24, 2019, 4:32 PM [redacted] > wrote:

> Hello,
> It's been a month since I gave you all the paperwork you requested and I
> was hoping for an update.
> If there is anything else I need to do, please let me know.
> Thanks,
> [redacted]
>
> On Fri, Sep 6, 2019, 8:40 AM [redacted] > wrote:
>
>> Good morning,
>> I just wanted to follow up and see if there was anything else I need to
>> do on my end. It's been two weeks tomorrow since I sent in my receipts and
>> wanted to check how things are going.
>> Thanks,
>> [redacted]
>>
>> On Sat, Aug 24, 2019, 12:20 PM [redacted] > wrote:
>>
>>> Thank you!
>>>
>>> On Sat, Aug 24, 2019, 12:15 PM Chrysler Customer Care <
>>> chryslercustomercare@fcagroup.com> wrote:
>>>
>>>> [image: Header]
>>>>
>>>> Hello [redacted]
>>>>
>>>> Thank you for resubmitting those, I did receive them and can view them.
>>>>
>>>> I will now escalate this to see if there is a possibility of any
>>>> reimbursement I can offer you.
>>>>
>>>> I will let you know when I have an answer for you.
>>>>
>>>> Thank You for your patience through this process.
>>>>
>>>> Thank You
>>>> Christine
>>>> Chrysler Customer Care
>>>> [image: Footer]
>>>>
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> From: [redacted]]
>>>> Sent: 8/24/2019 6:10 PM
>>>> To: chryslercustomercare@fcagroup.com
>>>> Subject: Re: Help [ref [redacted] ef]
>>>>
>>>> Hopefully this goes through. Please let me know if you receive all four
>>>> receipts.
>>>>
>>>> On Sat, Aug 24, 2019, 11:08 AM [redacted] > wrote:
>>>>
>>>> >
>>>> > On Sat, Aug 24, 2019, 11:01 AM [redacted] > wrote:
>>>> >
>>>> >> I've sent a PDF twice and I keep getting a response from Chrysler
>>>> saying
>>>> >> there's technical issues to resend. I'm working on figuring out the
>>>> issue.
>>>> >> Please let me know if and when the documents are received.
>>>> >>
>>>> >> On Sat, Aug 24, 2019, 10:56 AM [redacted] > wrote:
>>>> >>
>>>> >>>
>>>> >>> On Sat, Aug 24, 2019, 10:51 AM [redacted]
>>>> wrote:
>>>> >>>
>>>> >>>> Here is a PDF of the receipts. I accidentally scanned one receipt
>>>> twice
>>>> >>>> but it all saved together so I couldn't omit it. If there is
>>>> anything else
>>>> >>>> you need from me please let me know.
>>>> >>>>
>>>> >>>> On Sat, Aug 24, 2019, 9:10 AM [redacted] >
>>>> wrote:

>>>> >>>>
>>>> >>>>> I will see if I can convert it or rescan it to be a PDF.
>>>> >>>>>
>>>> >>>>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
>>>> >>>>> chryslercustomercare@fcagroup.com> wrote:
>>>> >>>>>
>>>> >>>>>>
>>>> >>>>>> Hello [redacted]
>>>> >>>>>>
>>>> >>>>>> The pictures you sent in, Is there anyway you can upload them as
>>>> a
>>>> >>>>>> PDF. We are unable to look at them, at that time I can send this
>>>> for
>>>> >>>>>> further consideration.
>>>> >>>>>>
>>>> >>>>>>
>>>> >>>>>> Thank You,
>>>> >>>>>> Christine
>>>> >>>>>> Chrysler Customer Care
>>>> >>>>>>
>>>> >>>>>> ---------- Original Message ----------
>>>> >>>>>> From: [redacted]]
>>>> >>>>>> Sent: 8/23/2019 10:09 PM
>>>> >>>>>> To: chryslercustomercare@fcagroup.com
>>>> >>>>>> Subject: Re: Help [ref:_[redacted]f]
>>>> >>>>>>
>>>> >>>>>> Hello Christine,
>>>> >>>>>> I was able to fine all the receipts. I apologize for it taking so
>>>> >>>>>> long, but
>>>> >>>>>> I had last years receipts in the garage and it wasn't where it
>>>> was
>>>> >>>>>> supposed
>>>> >>>>>> to be. I have attached the receipts for the March 2018 when the
>>>> water
>>>> >>>>>> was
>>>> >>>>>> in the engine, the ac repair that was this past May 2019, and
>>>> then
>>>> >>>>>> the two
>>>> >>>>>> of the three window repairs (Oct 2018 and June 2019). I didn't
>>>> get a
>>>> >>>>>> receipt for the last one since I didn't pay for the repair since
>>>> it
>>>> >>>>>> was
>>>> >>>>>> still under the repair shops warranty.
>>>> >>>>>> I know that you had said that my van is no longer under warranty
>>>> and
>>>> >>>>>> so I
>>>> >>>>>> couldn't get repairs covered, but I want ask again if there is
>>>> >>>>>> anything
>>>> >>>>>> that can be done to help with my sliding side door not locking.
>>>> >>>>>> First, I
>>>> >>>>>> have no idea how long that door has not been working and for all
>>>> I
>>>> >>>>>> know it
>>>> >>>>>> hasn't been working properly for years. It isnt something that I
>>>> >>>>>> thought I
>>>> >>>>>> needed to double check and honestly I shouldnt have had too.
>>>> Second,
>>>> >>>>>> after
>>>> >>>>>> researching the issue online, this is something that has been a a
>>>> >>>>>> problem
>>>> >>>>>> with Chrysler for years. I saw reports about it as far back as
>>>> 2009!
>>>> >>>>>> I just
>>>> >>>>>> feel that if this is a know issue of Chrysler, it has been an
>>>> issue
>>>> >>>>>> for so
>>>> >>>>>> long and it isn't just my van that Chrysler should be willing to
>>>> fix
>>>> >>>>>> it.
>>>> >>>>>> If you need anything else please let me know.
>>>> >>>>>>
>>>> >>>>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>>>> >>>>>> chryslercustomercare@fcagroup.com> wrote:
>>>> >>>>>>
>>>> >>>>>> >
>>>> >>>>>> > Hello [redacted]
>>>> >>>>>> >
>>>> >>>>>> > I am just looking for an update to add to your case.
>>>> >>>>>> >
>>>> >>>>>> > Have you found your receipts, so we can proceed with this case?
>>>> >>>>>> >
>>>> >>>>>> > Thank You,
>>>> >>>>>> > Christine
>>>> >>>>>> > Chrysler Customer Care
>>>> >>>>>> >

>>>> >>>>>> >
>>>> >>>>>> > ---------- Original Message ----------
>>>> >>>>>> > From: Chrysler Customer Care [
>>>> chryslercustomercare@fcagroup.com]
>>>> >>>>>> > Sent: 8/19/2019 12:47 PM
>>>> >>>>>> > To: [redacted]
>>>> >>>>>> > Subject: Re: Help [ref [redacted] :ref]
>>>> >>>>>> >
>>>> >>>>>> > Hello [redacted] ,
>>>> >>>>>> >
>>>> >>>>>> > I am just looking for an update to add to your case.
>>>> >>>>>> >
>>>> >>>>>> > Have you found your receipts, so we can proceed with this case?
>>>> >>>>>> >
>>>> >>>>>> > Thank You,
>>>> >>>>>> > Christine
>>>> >>>>>> > Chrysler Customer Care
>>>> >>>>>> >
>>>> >>>>>> >
>>>> >>>>>> > ---------- Original Message ----------
>>>> >>>>>> > From: [redacted]
>>>> >>>>>> > Sent: 8/14/2019 10:05 PM
>>>> >>>>>> > To: chryslercustomercare@fcagroup.com
>>>> >>>>>> > Subject: Re: Help [ref [redacted] ef]
>>>> >>>>>> >
>>>> >>>>>> > Ok, give me a few days to track down all my receipts.
>>>> >>>>>> >
>>>> >>>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>>>> >>>>>> > chryslercustomercare@fcagroup.com> wrote:
>>>> >>>>>> >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> >

>>>> >>>>>> > >
>>>> >>>>>> > > *Power Train Warranty*- expires May 2020 or at 100,000miles-
>>>> so
>>>> >>>>>> (months
>>>> >>>>>> > > left or 54,500 Miles whichever comes first.
>>>> >>>>>> > >
>>>> >>>>>> > > *Corrosion Warranty*- May 2020 so 9 months left
>>>> >>>>>> > >
>>>> >>>>>> > > *Major emissions comp Warranty*- May 2023, or 80,000miles- so
>>>> >>>>>> either 44
>>>> >>>>>> > > months, or 34,500 miles whichever comes first.
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > *Thank you for your continued loyalty, I look forward to
>>>> hearing
>>>> >>>>>> from
>>>> >>>>>> > you.
>>>> >>>>>> > > Please respond Via Email or contact us at Chrysler Customer
>>>> Care
>>>> >>>>>> at
>>>> >>>>>> > > 800-247-9753 and reference case @[redacted] and any agent can
>>>> >>>>>> assist you.*
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > *Best Wishes, Christine Chrysler Customer care*
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > ---------- Original Message ----------
>>>> >>>>>> > > From: Chrysler Customer Care [
>>>> chryslercustomercare@fcagroup.com]
>>>> >>>>>> > > Sent: 8/13/2019 12:24 PM
>>>> >>>>>> > > To:[redacted]
>>>> >>>>>> > > Subject: Re: Help [ref:_[redacted]ref]
>>>> >>>>>> > >
>>>> >>>>>> > > Hello [redacted],
>>>> >>>>>> > >
>>>> >>>>>> > > Thank you for the information.
>>>> >>>>>> > >
>>>> >>>>>> > > I can certainly understand the frustration you are having. I
>>>> will
>>>> >>>>>> make a
>>>> >>>>>> > > call to Joe Hahns, and see what information I can gather
>>>> from him
>>>> >>>>>> as for
>>>> >>>>>> > > what was wrong and dates and mileage, and see if it falls
>>>> within a
>>>> >>>>>> > warranty
>>>> >>>>>> > > category and time and see about a possible reimbursement.
>>>> >>>>>> > >
>>>> >>>>>> > > As for the Window issue and A/C those dates do put those out
>>>> of
>>>> >>>>>> warranty,
>>>> >>>>>> > > I do understand the inconvenience though.
>>>> >>>>>> > >
>>>> >>>>>> > > Please leave this with me for 1-2 days and I will see what I
>>>> can
>>>> >>>>>> figure
>>>> >>>>>> > > out and how we can proceed further.
>>>> >>>>>> > >
>>>> >>>>>> > > Thank you,
>>>> >>>>>> > > Christine
>>>> >>>>>> > > Chrysler Customer Care
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > ---------- Original Message ----------
>>>> >>>>>> > > From:[redacted]]
>>>> >>>>>> > > Sent: 8/11/2019 9:15 PM
>>>> >>>>>> > > To: chryslercustomercare@fcagroup.com
>>>> >>>>>> > > Subject: Re: Help [ref:_[redacted]:ref]
>>>> >>>>>> > >
>>>> >>>>>> > > Hello Christine,
>>>> >>>>>> > >
>>>> >>>>>> > > The issues all started about a year an a half ago. I called
>>>> Moore
>>>> >>>>>> > Chrysler
>>>> >>>>>> > > where I had taken my van before in March 2018 to find out
>>>> when my
>>>> >>>>>> > warranty
>>>> >>>>>> > > was up since I could remember the date it was up and was
>>>> told it
>>>> >>>>>> have
>>>> >>>>>> > > expired already. Come to find out it was actually still good
>>>> >>>>>> until May

>>>> >>>>>> > 2018
>>>> >>>>>> > > and I probably could have had it fixed for free instead of
>>>> >>>>>> spending about
>>>> >>>>>> > > $500. For a couple of months before that, my van would shake
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>>>> >>>>>> little
>>>> >>>>>> > when
>>>> >>>>>> > > idling and it went from barely noticeable to shaking a lot
>>>> pretty
>>>> >>>>>> quickly
>>>> >>>>>> > > as well as the engine got louder. Since I was told the
>>>> warranty
>>>> >>>>>> was
>>>> >>>>>> > > expired, I took it to my own mechanic Joe Hahn, from Hahn's
>>>> >>>>>> Automotive
>>>> >>>>>> > > (602)592-6958. He took a look and he found a lot of water in
>>>> my
>>>> >>>>>> engine
>>>> >>>>>> > and
>>>> >>>>>> > > it had caused spark plugs to stop firing or not fire
>>>> correctly. I
>>>> >>>>>> am not
>>>> >>>>>> > > car savvy, so I apologize if I am not describing this well.
>>>> He
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>>>> >>>>>> > > told me that the spark plugs looked like they came from a
>>>> engine
>>>> >>>>>> that had
>>>> >>>>>> > > over 100K miles on it when I only had barley 30K. He asked
>>>> if I
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>>>> >>>>>> > > van pressure washed, detailed or if I drove through a flooded
>>>> >>>>>> area. The
>>>> >>>>>> > > answer was no to all of them. I did go through a drive thru
>>>> car
>>>> >>>>>> wash once
>>>> >>>>>> > > or twice, which shouldn't put water in the engine, other
>>>> than that
>>>> >>>>>> > nothing.
>>>> >>>>>> > > So the engine was fixed March of 2018 and it seems like the
>>>> same
>>>> >>>>>> thing is
>>>> >>>>>> > > starting again. It is starting to idle rougher but it isn't
>>>> >>>>>> noticeable to
>>>> >>>>>> > > my husband who isn't in my van often,
>>>> >>>>>> > >
>>>> >>>>>> > > The first window , the passenger side front window, fell
>>>> October
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>>>> >>>>>> > > was the regulator that broke. I just had this same window
>>>> fixed
>>>> >>>>>> again on
>>>> >>>>>> > > Wednesday (08/07/19), luckily for free since it had been less
>>>> >>>>>> than a year
>>>> >>>>>> > > and was under warranty still. The driver side front window
>>>> fell a
>>>> >>>>>> couple
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>>>> >>>>>> shatter
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>>>> >>>>>> > >
>>>> >>>>>> > > My A/C started acting up once I started needing to use it
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>>>> >>>>>> year in
>>>> >>>>>> > > about April/May. (I live in Glendale, AZ and it gets hot
>>>> early).
>>>> >>>>>> It made
>>>> >>>>>> > a
>>>> >>>>>> > > clicking type noise and would only get cold when I was moving
>>>> >>>>>> about
>>>> >>>>>> > 30-40+
>>>> >>>>>> > > MPH. Whenever I would go slowly like in traffic or be stop
>>>> at a
>>>> >>>>>> light the
>>>> >>>>>> > > air would get warm to hot very fast until I started going
>>>> again.
>>>> >>>>>> I dont
>>>> >>>>>> > > remember what Joe said he needed to replace, I think a
>>>> compressor
>>>> >>>>>> and a
>>>> >>>>>> > few
>>>> >>>>>> > > other parts, but the pressure was getting really high before
>>>> he
>>>> >>>>>> fixed it
>>>> >>>>>> > > and could cause some major issues.

>>>> >>>>>> > >
>>>> >>>>>> > > My driver side mirror just recently stopped being able to be
>>>> >>>>>> moved by the
>>>> >>>>>> > > inside power adjustment button. I have not gotten it fixed
>>>> yet
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>>>> >>>>>> > > able to manually adjust it for the time being.
>>>> >>>>>> > >
>>>> >>>>>> > > The passenger side sliding door does not lock/unlock with
>>>> the key
>>>> >>>>>> fob. I
>>>> >>>>>> > do
>>>> >>>>>> > > not know when this started because I just realized that it
>>>> was
>>>> >>>>>> unlocked
>>>> >>>>>> > > even though the rest of the van was locked a couple of weeks
>>>> ago.
>>>> >>>>>> I have
>>>> >>>>>> > a
>>>> >>>>>> > > feeling that it has been like this for a year or more
>>>> though. My
>>>> >>>>>> kids
>>>> >>>>>> > from
>>>> >>>>>> > > time to time have had been able to open that door using the
>>>> >>>>>> handle even
>>>> >>>>>> > > though the van was locked and I just assumed that I might
>>>> have
>>>> >>>>>> > accidentally
>>>> >>>>>> > > hit the key to unlock it or something along those lines. I
>>>> hadn't
>>>> >>>>>> > realized
>>>> >>>>>> > > that it had always unlocked and able to get into until a
>>>> week or
>>>> >>>>>> so ago.
>>>> >>>>>> > I
>>>> >>>>>> > > have been so lucky that no one has gotten into my van that
>>>> wasn't
>>>> >>>>>> > supposed
>>>> >>>>>> > > to. I have not had this fixed yet and I am just keeping it
>>>> locked
>>>> >>>>>> all the
>>>> >>>>>> > > time and need to unlock it from the inside each time my kids
>>>> need
>>>> >>>>>> to get
>>>> >>>>>> > in
>>>> >>>>>> > > on that side. I have a car seat on the opposite side so my
>>>> older
>>>> >>>>>> boys
>>>> >>>>>> > need
>>>> >>>>>> > > to get in and out of the broken side most days. Its really
>>>> >>>>>> inconvenient.
>>>> >>>>>> > >
>>>> >>>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>>>> >>>>>> Wickenburg,
>>>> >>>>>> > AZ.
>>>> >>>>>> > >
>>>> >>>>>> > > Please let me know if you need anymore information.
>>>> >>>>>> > > Thanks so much.
>>>> >>>>>> > > [redacted]
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>>>> >>>>>> > > chryslercustomercare@fcagroup.com> wrote:
>>>> >>>>>> > >
>>>> >>>>>> > > > Hell[redacted]
>>>> >>>>>> > > >
>>>> >>>>>> > > > Thank you for contacting Chrysler Customer Care.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Thank you for the opportunity to assist you, iI would
>>>> certainly
>>>> >>>>>> be
>>>> >>>>>> > happy
>>>> >>>>>> > > > to see what I can do for you.
>>>> >>>>>> > > >
>>>> >>>>>> > > > I understand how frustrating this must be with multiple
>>>> issues,
>>>> >>>>>> as I
>>>> >>>>>> > > would
>>>> >>>>>> > > > be frustrated in this situation myself.
>>>> >>>>>> > > >
>>>> >>>>>> > > > I just need a few pieces of information from you, If you
>>>> could
>>>> >>>>>> supply
>>>> >>>>>> > > them
>>>> >>>>>> > > > and I can try and see what I can do from my end.
>>>> >>>>>> > > >

>>>> >>>>>> > > > If you could provide me with Possible dates, that the
>>>> issues
>>>> >>>>>> started in
>>>> >>>>>> > > > detail, as well as the contact information to the dealer
>>>> you
>>>> >>>>>> have taken
>>>> >>>>>> > > the
>>>> >>>>>> > > > vehicle to after the water issue started, and any other
>>>> dealers
>>>> >>>>>> that
>>>> >>>>>> > have
>>>> >>>>>> > > > provided you with diagnoses on the vehicle.
>>>> >>>>>> > > >
>>>> >>>>>> > > > This will help me to get a better understanding of the
>>>> vehicle
>>>> >>>>>> and its
>>>> >>>>>> > > > component issues.
>>>> >>>>>> > > >
>>>> >>>>>> > > > If you can respond to this email or call us at Chrysler
>>>> >>>>>> Customer Care
>>>> >>>>>> > at
>>>> >>>>>> > > > 800-726-4636 and reference case number [redacted], and any
>>>> agent
>>>> >>>>>> would be
>>>> >>>>>> > > > happy to assist in updating this information.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Best Wishes,
>>>> >>>>>> > > > Christine
>>>> >>>>>> > > > Chrysler Customer Care
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > ---------- Original Message ----------
>>>> >>>>>> > > > From: US Customer Care [uscustomercare@fcagroup.com]
>>>> >>>>>> > > > Sent: 8/6/2019 1:01 PM
>>>> >>>>>> > > > To [redacted]
>>>> >>>>>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS
>>>> ADDRESS
>>>> >>>>>> *****
>>>> >>>>>> > > >
>>>> >>>>>> > > > Your inquiry has been received by the Chrysler Customer
>>>> Care. We
>>>> >>>>>> > > > appreciate your contact with us and look forward to getting
>>>> >>>>>> back with
>>>> >>>>>> > you
>>>> >>>>>> > > > as soon as possible.
>>>> >>>>>> > > >
>>>> >>>>>> > > > To ensure a prompt response, please add to your Safe
>>>> Senders
>>>> >>>>>> list,
>>>> >>>>>> > > Address
>>>> >>>>>> > > > Book or Contact List. Please also monitor your Junk Mail or
>>>> >>>>>> Spam Folder
>>>> >>>>>> > > for
>>>> >>>>>> > > > our response.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Should this matter be urgent, or if you desire a quicker
>>>> >>>>>> response,
>>>> >>>>>> > please
>>>> >>>>>> > > > contact us by phone to discuss your issue with one of our
>>>> >>>>>> Chrysler
>>>> >>>>>> > > Advisors.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Chrysler Brand: 800-247-9753
>>>> >>>>>> > > >
>>>> >>>>>> > > > FCA Brand : 800-247-9753
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > For any future communication related to this email, please
>>>> >>>>>> refer to
>>>> >>>>>> > > > reference number [redacted].
>>>> >>>>>> > > >
>>>> >>>>>> > > > Sincerely,
>>>> >>>>>> > > >
>>>> >>>>>> > > > The Chrysler Brand
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > To view the Chrysler Privacy Policy, visit
>>>> >>>>>> > > >
>>>> >>>>>> > > > [redacted]
>>>> >>>>>> > > >
>>>> >>>>>> > > > ref [redacted] ref
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > >
>>>> >>>>>> > >

>>>> >>>>>>
>>>> >>>>>>
>>>>
>>>>

Date	10/23/2019	***Subject***	Re: Help [ref [redacted] f]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/23/2019 18:59 PM

Hello [redacted]

This email is regarding your case [redacted] Dodge Customer Care. We have been trying to reach you regarding your case here with us. Please give us a contact back regarding this manner at (833) 585-0144.

Thank You
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/14/2019 8:14 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Help [ref:_[redacted]:ref]

Hello again!
I really would like an update. I emailed the receipts that were requested
in August and I haven't heard anything since. Please let me know if there
is anything else you need from me.
Thank you.
Jamie Billie

On Tue, Sep 24, 2019, 4:32 PM [redacted] > wrote:

> Hello,
> It's been a month since I gave you all the paperwork you requested and I
> was hoping for an update.
> If there is anything else I need to do, please let me know.
> Thanks,
> Jamie Billie
>
> On Fri, Sep 6, 2019, 8:40 AM [redacted] > wrote:
>
>> Good morning,
>> I just wanted to follow up and see if there was anything else I need to
>> do on my end. It's been two weeks tomorrow since I sent in my receipts and
>> wanted to check how things are going.
>> Thanks,
>> [redacted]
>>
>> On Sat, Aug 24, 2019, 12:20 PM [redacted] > wrote:
>>
>>> Thank you!
>>>
>>> On Sat, Aug 24, 2019, 12:15 PM Chrysler Customer Care <
>>> chryslercustomercare@fcagroup.com> wrote:
>>>
>>>> [image: Header]
>>>>
>>>> Hello [redacted]
>>>>
>>>> Thank you for resubmitting those, I did receive them and can view them.
>>>>
>>>> I will now escalate this to see if there is a possibility of any
>>>> reimbursement I can offer you.
>>>>
>>>> I will let you know when I have an answer for you.
>>>>
>>>> Thank You for your patience through this process.
>>>>
>>>> Thank You
>>>> Christine
>>>> Chrysler Customer Care
>>>> [image: Footer]
>>>>
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> From: [redacted]]
>>>> Sent: 8/24/2019 6:10 PM
>>>> To: chryslercustomercare@fcagroup.com
>>>> Subject: Re: Help [ref[redacted]:ref]
>>>>
>>>> Hopefully this goes through. Please let me know if you receive all four
>>>> receipts.
>>>>
>>>> On Sat, Aug 24, 2019, 11:08 AM [redacted] > wrote:
>>>>
>>>> >
>>>> > On Sat, Aug 24, 2019, 11:01 AM [redacted] > wrote:
>>>> >
>>>> >> I've sent a PDF twice and I keep getting a response from Chrysler
>>>> saying
>>>> >> there's technical issues to resend. I'm working on figuring out the
>>>> issue.

>>>> >> Please let me know if and when the documents are received.
>>>> >>
>>>> >> On Sat, Aug 24, 2019, 10:56 AM [redacted] > wrote:
>>>> >>
>>>> >>>
>>>> >>> On Sat, Aug 24, 2019, 10:51 AM [redacted] >
>>>> wrote:
>>>> >>>
>>>> >>>> Here is a PDF of the receipts. I accidentally scanned one receipt
>>>> twice
>>>> >>>> but it all saved together so I couldn't omit it. If there is
>>>> anything else
>>>> >>>> you need from me please let me know.
>>>> >>>>
>>>> >>>> On Sat, Aug 24, 2019, 9:10 AM [redacted]
>>>> wrote:
>>>> >>>>
>>>> >>>>> I will see if I can convert it or rescan it to be a PDF.
>>>> >>>>>
>>>> >>>>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
>>>> >>>>> chryslercustomercare@fcagroup.com> wrote:
>>>> >>>>>
>>>> >>>>>>
>>>> >>>>>> Hello [redacted]
>>>> >>>>>>
>>>> >>>>>> The pictures you sent in, Is there anyway you can upload them as
>>>> a
>>>> >>>>>> PDF. We are unable to look at them, at that time I can send this
>>>> for
>>>> >>>>>> further consideration.
>>>> >>>>>>
>>>> >>>>>>
>>>> >>>>>> Thank You,
>>>> >>>>>> Christine
>>>> >>>>>> Chrysler Customer Care
>>>> >>>>>>
>>>> >>>>>> ---------- Original Message ----------
>>>> >>>>>> From [redacted]
>>>> >>>>>> Sent: 8/23/2019 10:09 PM
>>>> >>>>>> To: chryslercustomercare@fcagroup.com
>>>> >>>>>> Subject: Re: Help [ref:_[redacted]:ref]
>>>> >>>>>>
>>>> >>>>>> Hello Christine,
>>>> >>>>>> I was able to fine all the receipts. I apologize for it taking so
>>>> >>>>>> long, but
>>>> >>>>>> I had last years receipts in the garage and it wasn't where it
>>>> was
>>>> >>>>>> supposed
>>>> >>>>>> to be. I have attached the receipts for the March 2018 when the
>>>> water
>>>> >>>>>> was
>>>> >>>>>> in the engine, the ac repair that was this past May 2019, and
>>>> then
>>>> >>>>>> the two
>>>> >>>>>> of the three window repairs (Oct 2018 and June 2019). I didn't
>>>> get a
>>>> >>>>>> receipt for the last one since I didn't pay for the repair since
>>>> it
>>>> >>>>>> was
>>>> >>>>>> still under the repair shops warranty.
>>>> >>>>>> I know that you had said that my van is no longer under warranty
>>>> and
>>>> >>>>>> so I
>>>> >>>>>> couldn't get repairs covered, but I want ask again if there is
>>>> >>>>>> anything
>>>> >>>>>> that can be done to help with my sliding side door not locking.
>>>> >>>>>> First, I
>>>> >>>>>> have no idea how long that door has not been working and for all
>>>> I
>>>> >>>>>> know it
>>>> >>>>>> hasn't been working properly for years. It isnt something that I
>>>> >>>>>> thought I
>>>> >>>>>> needed to double check and honestly I shouldnt have had too.
>>>> Second,
>>>> >>>>>> after
>>>> >>>>>> researching the issue online, this is something that has been a a
>>>> >>>>>> problem
>>>> >>>>>> with Chrysler for years. I saw reports about it as far back as
>>>> 2009!
>>>> >>>>>> I just
>>>> >>>>>> feel that if this is a know issue of Chrysler, it has been an
>>>> issue
>>>> >>>>>> for so
>>>> >>>>>> long and it isn't just my van that Chrysler should be willing to
>>>> fix
>>>> >>>>>> it.

>>>> >>>>>> If you need anything else please let me know.
>>>> >>>>>>
>>>> >>>>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>>>> >>>>>> chryslercustomercare@fcagroup.com> wrote:
>>>> >>>>>>
>>>> >>>>>> >
>>>> >>>>>> > Hello [redacted]
>>>> >>>>>> >
>>>> >>>>>> > I am just looking for an update to add to your case.
>>>> >>>>>> >
>>>> >>>>>> > Have you found your receipts, so we can proceed with this case?
>>>> >>>>>> >
>>>> >>>>>> > Thank You,
>>>> >>>>>> > Christine
>>>> >>>>>> > Chrysler Customer Care
>>>> >>>>>> >
>>>> >>>>>> >
>>>> >>>>>> > ---------- Original Message ----------
>>>> >>>>>> > From: Chrysler Customer Care [
>>>> chryslercustomercare@fcagroup.com]
>>>> >>>>>> > Sent: 8/19/2019 12:47 PM
>>>> >>>>>> > To: [redacted]
>>>> >>>>>> > Subject: Re: Help [ref [redacted] :ref]
>>>> >>>>>> >
>>>> >>>>>> > Hello [redacted]
>>>> >>>>>> >
>>>> >>>>>> > I am just looking for an update to add to your case.
>>>> >>>>>> >
>>>> >>>>>> > Have you found your receipts, so we can proceed with this case?
>>>> >>>>>> >
>>>> >>>>>> > Thank You,
>>>> >>>>>> > Christine
>>>> >>>>>> > Chrysler Customer Care
>>>> >>>>>> >
>>>> >>>>>> >
>>>> >>>>>> > ---------- Original Message ----------
>>>> >>>>>> > From: [redacted]]
>>>> >>>>>> > Sent: 8/14/2019 10:05 PM
>>>> >>>>>> > To: chryslercustomercare@fcagroup.com
>>>> >>>>>> > Subject: Re: Help [ref [redacted] :ref]
>>>> >>>>>> >
>>>> >>>>>> > Ok, give me a few days to track down all my receipts.
>>>> >>>>>> >
>>>> >>>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>>>> >>>>>> > chryslercustomercare@fcagroup.com> wrote:
>>>> >>>>>> >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> >

>>>> your
>>>> >>>>>> Basic
>>>> >>>>>> > > Warranty would have expired in May 2018, making that first
>>>> repair
>>>> >>>>>> > > warrantable. I would like you to send me the Repair Order and
>>>> >>>>>> Proof of
>>>> >>>>>> > > Payment for all these repairs you have paid for out of pocket
>>>> >>>>>> since Mar
>>>> >>>>>> > > 2018. Once I receive these I will send this to case
>>>> management to
>>>> >>>>>> review
>>>> >>>>>> > > for a possible reimbursement request. I would also like to
>>>> >>>>>> provide you
>>>> >>>>>> > with
>>>> >>>>>> > > the updated warranty information for the warranty you have
>>>> left.*
>>>> >>>>>> > >
>>>> >>>>>> > > *Power Train Warranty*- expires May 2020 or at 100,000miles-
>>>> so
>>>> >>>>>> (months
>>>> >>>>>> > > left or 54,500 Miles whichever comes first.
>>>> >>>>>> > >
>>>> >>>>>> > > *Corrosion Warranty*- May 2020 so 9 months left
>>>> >>>>>> > >
>>>> >>>>>> > > *Major emissions comp Warranty*- May 2023, or 80,000miles- so
>>>> >>>>>> either 44
>>>> >>>>>> > > months, or 34,500 miles whichever comes first.
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > *Thank you for your continued loyalty, I look forward to
>>>> hearing
>>>> >>>>>> from
>>>> >>>>>> > you.
>>>> >>>>>> > > Please respond Via Email or contact us at Chrysler Customer
>>>> Care
>>>> >>>>>> at
>>>> >>>>>> > > 800-247-9753 and reference case @ [redacted] and any agent can
>>>> >>>>>> assist you.*
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > *Best Wishes, Christine Chrysler Customer care*
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > ---------- Original Message ----------
>>>> >>>>>> > > From: Chrysler Customer Care [
>>>> chryslercustomercare@fcagroup.com]
>>>> >>>>>> > > Sent: 8/13/2019 12:24 PM
>>>> >>>>>> > > To: [redacted]
>>>> >>>>>> > > Subject: Re: Help [ref: [redacted] :ref]
>>>> >>>>>> > >
>>>> >>>>>> > > Hello [redacted]
>>>> >>>>>> > >
>>>> >>>>>> > > Thank you for the information.
>>>> >>>>>> > >
>>>> >>>>>> > > I can certainly understand the frustration you are having. I
>>>> will
>>>> >>>>>> make a
>>>> >>>>>> > > call to Joe Hahns, and see what information I can gather
>>>> from him
>>>> >>>>>> as for
>>>> >>>>>> > > what was wrong and dates and mileage, and see if it falls
>>>> within a
>>>> >>>>>> > warranty
>>>> >>>>>> > > category and time and see about a possible reimbursement.
>>>> >>>>>> > >
>>>> >>>>>> > > As for the Window issue and A/C those dates do put those out
>>>> of
>>>> >>>>>> warranty,
>>>> >>>>>> > > I do understand the inconvenience though.
>>>> >>>>>> > >
>>>> >>>>>> > > Please leave this with me for 1-2 days and I will see what I
>>>> can
>>>> >>>>>> figure
>>>> >>>>>> > > out and how we can proceed further.
>>>> >>>>>> > >
>>>> >>>>>> > > Thank you,
>>>> >>>>>> > > Christine
>>>> >>>>>> > > Chrysler Customer Care
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > ---------- Original Message ----------
>>>> >>>>>> > > From: [redacted]
>>>> >>>>>> > > Sent: 8/11/2019 9:15 PM

>>>> >>>>>> > > To: chryslercustomercare@fcagroup.com
>>>> >>>>>> > > Subject: Re: Help [ref:_[redacted]:ref]
>>>> >>>>>> > >
>>>> >>>>>> > > Hello Christine,
>>>> >>>>>> > >
>>>> >>>>>> > > The issues all started about a year an a half ago. I called
>>>> Moore
>>>> >>>>>> > Chrysler
>>>> >>>>>> > > where I had taken my van before in March 2018 to find out
>>>> when my
>>>> >>>>>> > warranty
>>>> >>>>>> > > was up since I could remember the date it was up and was
>>>> told it
>>>> >>>>>> have
>>>> >>>>>> > > expired already. Come to find out it was actually still good
>>>> >>>>>> until May
>>>> >>>>>> > 2018
>>>> >>>>>> > > and I probably could have had it fixed for free instead of
>>>> >>>>>> spending about
>>>> >>>>>> > > $500. For a couple of months before that, my van would shake
>>>> a
>>>> >>>>>> little
>>>> >>>>>> > when
>>>> >>>>>> > > idling and it went from barely noticeable to shaking a lot
>>>> pretty
>>>> >>>>>> quickly
>>>> >>>>>> > > as well as the engine got louder. Since I was told the
>>>> warranty
>>>> >>>>>> was
>>>> >>>>>> > > expired, I took it to my own mechanic Joe Hahn, from Hahn's
>>>> >>>>>> Automotive
>>>> >>>>>> > > (602)592-6958. He took a look and he found a lot of water in
>>>> my
>>>> >>>>>> engine
>>>> >>>>>> > and
>>>> >>>>>> > > it had caused spark plugs to stop firing or not fire
>>>> correctly. I
>>>> >>>>>> am not
>>>> >>>>>> > > car savvy, so I apologize if I am not describing this well.
>>>> He
>>>> >>>>>> also had
>>>> >>>>>> > > told me that the spark plugs looked like they came from a
>>>> engine
>>>> >>>>>> that had
>>>> >>>>>> > > over 100K miles on it when I only had barley 30K. He asked
>>>> if I
>>>> >>>>>> have my
>>>> >>>>>> > > van pressure washed, detailed or if I drove through a flooded
>>>> >>>>>> area. The
>>>> >>>>>> > > answer was no to all of them. I did go through a drive thru
>>>> car
>>>> >>>>>> wash once
>>>> >>>>>> > > or twice, which shouldn't put water in the engine, other
>>>> than that
>>>> >>>>>> > nothing.
>>>> >>>>>> > > So the engine was fixed March of 2018 and it seems like the
>>>> same
>>>> >>>>>> thing is
>>>> >>>>>> > > starting again. It is starting to idle rougher but it isn't
>>>> >>>>>> noticeable to
>>>> >>>>>> > > my husband who isn't in my van often,
>>>> >>>>>> > >
>>>> >>>>>> > > The first window , the passenger side front window, fell
>>>> October
>>>> >>>>>> 2018. It
>>>> >>>>>> > > was the regulator that broke. I just had this same window
>>>> fixed
>>>> >>>>>> again on
>>>> >>>>>> > > Wednesday (08/07/19), luckily for free since it had been less
>>>> >>>>>> than a year
>>>> >>>>>> > > and was under warranty still. The driver side front window
>>>> fell a
>>>> >>>>>> couple
>>>> >>>>>> > > of months ago in June 2019. Luckily, my glass didn't break or
>>>> >>>>>> shatter
>>>> >>>>>> > when
>>>> >>>>>> > > they fell any of those times.
>>>> >>>>>> > >
>>>> >>>>>> > > My A/C started acting up once I started needing to use it
>>>> this
>>>> >>>>>> year in
>>>> >>>>>> > > about April/May. (I live in Glendale, AZ and it gets hot
>>>> early).
>>>> >>>>>> It made
>>>> >>>>>> > a
>>>> >>>>>> > > clicking type noise and would only get cold when I was moving

>>>> >>>>>> about
>>>> >>>>>> > 30-40+
>>>> >>>>>> > > MPH. Whenever I would go slowly like in traffic or be stop
>>>> at a
>>>> >>>>>> light the
>>>> >>>>>> > > air would get warm to hot very fast until I started going
>>>> again.
>>>> >>>>>> I dont
>>>> >>>>>> > > remember what Joe said he needed to replace, I think a
>>>> compressor
>>>> >>>>>> and a
>>>> >>>>>> > few
>>>> >>>>>> > > other parts, but the pressure was getting really high before
>>>> he
>>>> >>>>>> fixed it
>>>> >>>>>> > > and could cause some major issues.
>>>> >>>>>> > >
>>>> >>>>>> > > My driver side mirror just recently stopped being able to be
>>>> >>>>>> moved by the
>>>> >>>>>> > > inside power adjustment button. I have not gotten it fixed
>>>> yet
>>>> >>>>>> since I am
>>>> >>>>>> > > able to manually adjust it for the time being.
>>>> >>>>>> > >
>>>> >>>>>> > > The passenger side sliding door does not lock/unlock with
>>>> the key
>>>> >>>>>> fob. I
>>>> >>>>>> > do
>>>> >>>>>> > > not know when this started because I just realized that it
>>>> was
>>>> >>>>>> unlocked
>>>> >>>>>> > > even though the rest of the van was locked a couple of weeks
>>>> ago.
>>>> >>>>>> I have
>>>> >>>>>> > a
>>>> >>>>>> > > feeling that it has been like this for a year or more
>>>> though. My
>>>> >>>>>> kids
>>>> >>>>>> > from
>>>> >>>>>> > > time to time have had been able to open that door using the
>>>> >>>>>> handle even
>>>> >>>>>> > > though the van was locked and I just assumed that I might
>>>> have
>>>> >>>>>> > accidentally
>>>> >>>>>> > > hit the key to unlock it or something along those lines. I
>>>> hadn't
>>>> >>>>>> > realized
>>>> >>>>>> > > that it had always unlocked and able to get into until a
>>>> week or
>>>> >>>>>> so ago.
>>>> >>>>>> > I
>>>> >>>>>> > > have been so lucky that no one has gotten into my van that
>>>> wasn't
>>>> >>>>>> > supposed
>>>> >>>>>> > > to. I have not had this fixed yet and I am just keeping it
>>>> locked
>>>> >>>>>> all the
>>>> >>>>>> > > time and need to unlock it from the inside each time my kids
>>>> need
>>>> >>>>>> to get
>>>> >>>>>> > in
>>>> >>>>>> > > on that side. I have a car seat on the opposite side so my
>>>> older
>>>> >>>>>> boys
>>>> >>>>>> > need
>>>> >>>>>> > > to get in and out of the broken side most days. Its really
>>>> >>>>>> inconvenient.
>>>> >>>>>> > >
>>>> >>>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>>>> >>>>>> Wickenburg,
>>>> >>>>>> > AZ.
>>>> >>>>>> > >
>>>> >>>>>> > > Please let me know if you need anymore information.
>>>> >>>>>> > > Thanks so much.
>>>> >>>>>> > > [redacted]
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>>>> >>>>>> > > wrote:
>>>> >>>>>> > >
>>>> >>>>>> > > > Hell[redacted],
>>>> >>>>>> > > >
>>>> >>>>>> > > > Thank you for contacting Chrysler Customer Care.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Thank you for the opportunity to assist you, il would
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>>>> >>>>>> be
>>>> >>>>>> > happy
>>>> >>>>>> > > > to see what I can do for you.
>>>> >>>>>> > > >
>>>> >>>>>> > > > I understand how frustrating this must be with multiple
>>>> issues,
>>>> >>>>>> as I
>>>> >>>>>> > > would
>>>> >>>>>> > > > be frustrated in this situation myself.
>>>> >>>>>> > > >
>>>> >>>>>> > > > I just need a few pieces of information from you, If you
>>>> could
>>>> >>>>>> supply
>>>> >>>>>> > > them
>>>> >>>>>> > > > and I can try and see what I can do from my end.
>>>> >>>>>> > > >
>>>> >>>>>> > > > If you could provide me with Possible dates, that the
>>>> issues
>>>> >>>>>> started in
>>>> >>>>>> > > > detail, as well as the contact information to the dealer
>>>> you
>>>> >>>>>> have taken
>>>> >>>>>> > > the
>>>> >>>>>> > > > vehicle to after the water issue started, and any other
>>>> dealers
>>>> >>>>>> that
>>>> >>>>>> > have
>>>> >>>>>> > > > provided you with diagnoses on the vehicle.
>>>> >>>>>> > > >
>>>> >>>>>> > > > This will help me to get a better understanding of the
>>>> vehicle
>>>> >>>>>> and its
>>>> >>>>>> > > > component issues.
>>>> >>>>>> > > >
>>>> >>>>>> > > > If you can respond to this email or call us at Chrysler
>>>> Customer Care
>>>> >>>>>> > at
>>>> >>>>>> > > > 800-726-4636 and reference case numbe[redacted], and any
>>>> agent
>>>> >>>>>> would be
>>>> >>>>>> > > > happy to assist in updating this information.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Best Wishes,
>>>> >>>>>> > > > Christine
>>>> >>>>>> > > > Chrysler Customer Care
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > ---------- Original Message ----------
>>>> >>>>>> > > > From: US Customer Care []
>>>> >>>>>> > > > Sent: 8/6/2019 1:01 PM
>>>> >>>>>> > > > To:
>>>> >>>>>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS
>>>> ADDRESS
>>>> >>>>>> *****
>>>> >>>>>> > > >
>>>> >>>>>> > > > Your inquiry has been received by the Chrysler Customer
>>>> Care. We
>>>> >>>>>> > > > appreciate your contact with us and look forward to getting
>>>> >>>>>> back with
>>>> >>>>>> > you
>>>> >>>>>> > > > as soon as possible.
>>>> >>>>>> > > >
>>>> >>>>>> > > > To ensure a prompt response, please add to your Safe
>>>> Senders
>>>> >>>>>> list,
>>>> >>>>>> > > > Address
>>>> >>>>>> > > > Book or Contact List. Please also monitor your Junk Mail or
>>>> >>>>>> Spam Folder
>>>> >>>>>> > > for
>>>> >>>>>> > > > our response.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Should this matter be urgent, or if you desire a quicker
>>>> response,
>>>> >>>>>> > please
>>>> >>>>>> > > > contact us by phone to discuss your issue with one of our
>>>> >>>>>> Chrysler
>>>> >>>>>> > > Advisors.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Chrysler Brand: 800-247-9753
>>>> >>>>>> > > >
>>>> >>>>>> > > > FCA Brand : 800-247-9753
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > For any future communication related to this email, please
>>>> >>>>>> refer to

>>>> >>>>>> > > > reference number [redacted]
>>>> >>>>>> > > >
>>>> >>>>>> > > > Sincerely,
>>>> >>>>>> > > >
>>>> >>>>>> > > > The Chrysler Brand
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > To view the Chrysler Privacy Policy, visit
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > [redacted]
>>>> >>>>>> > > > [redacted]
>>>> >>>>>> > > > [redacted]
>>>> >>>>>> > > > [redacted]
>>>> >>>>>> >
>>>> >>>>>> >
>>>> >>>>>>
>>>> >>>>>>
>>>>
>>>>

Date	10/23/2019	***Subject***	Re: Help [ref:_[redacted]	ref]	
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/23/2019 18:59 PM

Hello [redacted]

This email is regarding your case [redacted] Dodge Customer Care. We have been trying to reach you regarding your case here with us. Please give us a contact back regarding this manner at (833) 585-0144.

Thank You
Dodge Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 10/14/2019 8:14 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Help [ref[redacted]:ref]

Hello again!
I really would like an update. I emailed the receipts that were requested
in August and I haven't heard anything since. Please let me know if there
is anything else you need from me.
Thank you.
[redacted]

On Tue, Sep 24, 2019, 4:32 PM [redacted]> wrote:

> Hello,
> It's been a month since I gave you all the paperwork you requested and I
> was hoping for an update.
> If there is anything else I need to do, please let me know.
> Thanks,
> [redacted]
>
> On Fri, Sep 6, 2019, 8:40 AM [redacted]> wrote:
>
>> Good morning,
>> I just wanted to follow up and see if there was anything else I need to
>> do on my end. It's been two weeks tomorrow since I sent in my receipts and
>> wanted to check how things are going.
>> Thanks,
>> [redacted]
>>
>> On Sat, Aug 24, 2019, 12:20 PM [redacted]> wrote:
>>
>>> Thank you!
>>>
>>> On Sat, Aug 24, 2019, 12:15 PM Chrysler Customer Care <
>>> chryslercustomercare@fcagroup.com> wrote:
>>>
>>>> [image: Header]
>>>>
>>>> Hello [redacted],
>>>>
>>>> Thank you for resubmitting those, I did receive them and can view them.
>>>>
>>>> I will now escalate this to see if there is a possibility of any
>>>> reimbursement I can offer you.
>>>>
>>>> I will let you know when I have an answer for you.
>>>>
>>>> Thank You for your patience through this process.
>>>>
>>>> Thank You
>>>> Christine
>>>> Chrysler Customer Care
>>>> [image: Footer]
>>>>
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> From: [redacted]]
>>>> Sent: 8/24/2019 6:10 PM
>>>> To: chryslercustomercare@fcagroup.com
>>>> Subject: Re: Help [ref[redacted]:ref]
>>>>
>>>> Hopefully this goes through. Please let me know if you receive all four
>>>> receipts.
>>>>
>>>> On Sat, Aug 24, 2019, 11:08 AM [redacted]> wrote:
>>>>
>>>> >
>>>> > On Sat, Aug 24, 2019, 11:01 AM [redacted]> wrote:
>>>> >
>>>> >> I've sent a PDF twice and I keep getting a response from Chrysler
>>>> saying
>>>> >> there's technical issues to resend. I'm working on figuring out the
>>>> issue.

>>>> >> Please let me know if and when the documents are received.
>>>> >>
>>>> >> On Sat, Aug 24, 2019, 10:56 AM [redacted] > wrote:
>>>> >>
>>>> >>>
>>>> >>> On Sat, Aug 24, 2019, 10:51 AM [redacted] >
>>>> wrote:
>>>> >>>
>>>> >>>> Here is a PDF of the receipts. I accidentally scanned one receipt
>>>> twice
>>>> >>>> but it all saved together so I couldn't omit it. If there is
>>>> anything else
>>>> >>>> you need from me please let me know.
>>>> >>>>
>>>> >>>> On Sat, Aug 24, 2019, 9:10 AM [redacted] >
>>>> wrote:
>>>> >>>>
>>>> >>>>> I will see if I can convert it or rescan it to be a PDF.
>>>> >>>>>
>>>> >>>>> On Sat, Aug 24, 2019, 4:22 AM Chrysler Customer Care <
>>>> >>>>> chryslercustomercare@fcagroup.com> wrote:
>>>> >>>>>
>>>> >>>>>>
>>>> >>>>>> Hello [redacted]
>>>> >>>>>>
>>>> >>>>>> The pictures you sent in, Is there anyway you can upload them as
>>>> a
>>>> >>>>>> PDF. We are unable to look at them, at that time I can send this
>>>> for
>>>> >>>>>> further consideration.
>>>> >>>>>>
>>>> >>>>>>
>>>> >>>>>> Thank You,
>>>> >>>>>> Christine
>>>> >>>>>> Chrysler Customer Care
>>>> >>>>>>
>>>> >>>>>> ---------- Original Message ----------
>>>> >>>>>> From: [redacted]]
>>>> >>>>>> Sent: 8/23/2019 10:09 PM
>>>> >>>>>> To: chryslercustomercare@fcagroup.com
>>>> >>>>>> Subject: Re: Help [ref [redacted] :ref]
>>>> >>>>>>
>>>> >>>>>> Hello Christine,
>>>> >>>>>> I was able to fine all the receipts. I apologize for it taking so
>>>> >>>>>> long, but
>>>> >>>>>> I had last years receipts in the garage and it wasn't where it
>>>> was
>>>> >>>>>> supposed
>>>> >>>>>> to be. I have attached the receipts for the March 2018 when the
>>>> water
>>>> >>>>>> was
>>>> >>>>>> in the engine, the ac repair that was this past May 2019, and
>>>> then
>>>> >>>>>> the two
>>>> >>>>>> of the three window repairs (Oct 2018 and June 2019). I didn't
>>>> get a
>>>> >>>>>> receipt for the last one since I didn't pay for the repair since
>>>> it
>>>> >>>>>> was
>>>> >>>>>> still under the repair shops warranty.
>>>> >>>>>> I know that you had said that my van is no longer under warranty
>>>> and
>>>> >>>>>> so I
>>>> >>>>>> couldn't get repairs covered, but I want ask again if there is
>>>> >>>>>> anything
>>>> >>>>>> that can be done to help with my sliding side door not locking.
>>>> >>>>>> First, I
>>>> >>>>>> have no idea how long that door has not been working and for all
>>>> I
>>>> >>>>>> know it
>>>> >>>>>> hasn't been working properly for years. It isnt something that I
>>>> >>>>>> thought I
>>>> >>>>>> needed to double check and honestly I shouldnt have had too.
>>>> Second,
>>>> >>>>>> after
>>>> >>>>>> researching the issue online, this is something that has been a a
>>>> >>>>>> problem
>>>> >>>>>> with Chrysler for years. I saw reports about it as far back as
>>>> 2009!
>>>> >>>>>> I just
>>>> >>>>>> feel that if this is a know issue of Chrysler, it has been an
>>>> issue
>>>> >>>>>> for so
>>>> >>>>>> long and it isn't just my van that Chrysler should be willing to
>>>> fix
>>>> >>>>>> it.

>>>> >>>>>> If you need anything else please let me know.
>>>> >>>>>>
>>>> >>>>>> On Tue, Aug 20, 2019 at 5:28 AM Chrysler Customer Care <
>>>> >>>>>> chryslercustomercare@fcagroup.com> wrote:
>>>> >>>>>>
>>>> >>>>>> >
>>>> >>>>>> > Hello[redacted]
>>>> >>>>>> >
>>>> >>>>>> > I am just looking for an update to add to your case.
>>>> >>>>>> >
>>>> >>>>>> > Have you found your receipts, so we can proceed with this case?
>>>> >>>>>> >
>>>> >>>>>> > Thank You,
>>>> >>>>>> > Christine
>>>> >>>>>> > Chrysler Customer Care
>>>> >>>>>> >
>>>> >>>>>> >
>>>> >>>>>> > ---------- Original Message ----------
>>>> >>>>>> > From: Chrysler Customer Care [
>>>> chryslercustomercare@fcagroup.com]
>>>> >>>>>> > Sent: 8/19/2019 12:47 PM
>>>> >>>>>> > To:[redacted]
>>>> >>>>>> > Subject: Re: Help [ref:_[redacted]:ref]
>>>> >>>>>> >
>>>> >>>>>> > Hello[redacted]
>>>> >>>>>> >
>>>> >>>>>> > I am just looking for an update to add to your case.
>>>> >>>>>> >
>>>> >>>>>> > Have you found your receipts, so we can proceed with this case?
>>>> >>>>>> >
>>>> >>>>>> > Thank You,
>>>> >>>>>> > Christine
>>>> >>>>>> > Chrysler Customer Care
>>>> >>>>>> >
>>>> >>>>>> >
>>>> >>>>>> > ---------- Original Message ----------
>>>> >>>>>> > From: [redacted]
>>>> >>>>>> > Sent: 8/14/2019 10:05 PM
>>>> >>>>>> > To: chryslercustomercare@fcagroup.com
>>>> >>>>>> > Subject: Re: Help [ref:_[redacted]:ref]
>>>> >>>>>> >
>>>> >>>>>> > Ok, give me a few days to track down all my receipts.
>>>> >>>>>> >
>>>> >>>>>> > On Wed, Aug 14, 2019, 11:29 AM Chrysler Customer Care <
>>>> >>>>>> > chryslercustomercare@fcagroup.com> wrote:
>>>> >>>>>> >
>>>> >>>>>> >>
>>>> >>>>>> >>
>>>> >>>>>> >>

>>>> your
>>>> >>>>>> Basic
>>>> >>>>>> > > Warranty would have expired in May 2018, making that first
>>>> repair
>>>> >>>>>> > > warrantable. I would like you to send me the Repair Order and
>>>> >>>>>> Proof of
>>>> >>>>>> > > Payment for all these repairs you have paid for out of pocket
>>>> >>>>>> since Mar
>>>> >>>>>> > > 2018. Once I receive these I will send this to case
>>>> management to
>>>> >>>>>> review
>>>> >>>>>> > > for a possible reimbursement request. I would also like to
>>>> >>>>>> provide you
>>>> >>>>>> > with
>>>> >>>>>> > > the updated warranty information for the warranty you have
>>>> left.*
>>>> >>>>>> > >
>>>> >>>>>> > > *Power Train Warranty*- expires May 2020 or at 100,000miles-
>>>> so
>>>> >>>>>> (months
>>>> >>>>>> > > left or 54,500 Miles whichever comes first.
>>>> >>>>>> > >
>>>> >>>>>> > > *Corrosion Warranty*- May 2020 so 9 months left
>>>> >>>>>> > >
>>>> >>>>>> > > *Major emissions comp Warranty*- May 2023, or 80,000miles- so
>>>> >>>>>> either 44
>>>> >>>>>> > > months, or 34,500 miles whichever comes first.
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > *Thank you for your continued loyalty, I look forward to
>>>> hearing
>>>> >>>>>> from
>>>> >>>>>> > you.
>>>> >>>>>> > > Please respond Via Email or contact us at Chrysler Customer
>>>> Care
>>>> >>>>>> at
>>>> >>>>>> > > 800-247-9753 and reference case @ [redacted] and any agent can
>>>> >>>>>> assist you.*
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > *Best Wishes, Christine Chrysler Customer care*
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > ---------- Original Message ----------
>>>> >>>>>> > > From: Chrysler Customer Care [
>>>> chryslercustomercare@fcagroup.com]
>>>> >>>>>> > > Sent: 8/13/2019 12:24 PM
>>>> >>>>>> > > [redacted]
>>>> >>>>>> > > Subject: Re: Help [ref:_[redacted]:ref]
>>>> >>>>>> > >
>>>> >>>>>> > > Hello [redacted],
>>>> >>>>>> > >
>>>> >>>>>> > > Thank you for the information.
>>>> >>>>>> > >
>>>> >>>>>> > > I can certainly understand the frustration you are having. I
>>>> will
>>>> >>>>>> make a
>>>> >>>>>> > > call to Joe Hahns, and see what information I can gather
>>>> from him
>>>> >>>>>> as for
>>>> >>>>>> > > what was wrong and dates and mileage, and see if it falls
>>>> within a
>>>> >>>>>> > warranty
>>>> >>>>>> > > category and time and see about a possible reimbursement.
>>>> >>>>>> > >
>>>> >>>>>> > > As for the Window issue and A/C those dates do put those out
>>>> of
>>>> >>>>>> warranty,
>>>> >>>>>> > > I do understand the inconvenience though.
>>>> >>>>>> > >
>>>> >>>>>> > > Please leave this with me for 1-2 days and I will see what I
>>>> can
>>>> >>>>>> figure
>>>> >>>>>> > > out and how we can proceed further.
>>>> >>>>>> > >
>>>> >>>>>> > > Thank you,
>>>> >>>>>> > > Christine
>>>> >>>>>> > > Chrysler Customer Care
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > ---------- Original Message ----------
>>>> >>>>>> > > From [redacted]]
>>>> >>>>>> > > Sent: 8/11/2019 9:15 PM

>>>> >>>>>> > > To: chryslercustomercare@fcagroup.com
>>>> >>>>>> > > Subject: Re: Help [ref[redacted]:ref]
>>>> >>>>>> > >
>>>> >>>>>> > > Hello Christine,
>>>> >>>>>> > >
>>>> >>>>>> > > The issues all started about a year an a half ago. I called
>>>> Moore
>>>> >>>>>> > Chrysler
>>>> >>>>>> > > where I had taken my van before in March 2018 to find out
>>>> when my
>>>> >>>>>> > warranty
>>>> >>>>>> > > was up since I could remember the date it was up and was
>>>> told it
>>>> >>>>>> have
>>>> >>>>>> > > expired already. Come to find out it was actually still good
>>>> >>>>>> until May
>>>> >>>>>> > 2018
>>>> >>>>>> > > and I probably could have had it fixed for free instead of
>>>> >>>>>> spending about
>>>> >>>>>> > > $500. For a couple of months before that, my van would shake
>>>> a
>>>> >>>>>> little
>>>> >>>>>> > when
>>>> >>>>>> > > idling and it went from barely noticeable to shaking a lot
>>>> pretty
>>>> >>>>>> quickly
>>>> >>>>>> > > as well as the engine got louder. Since I was told the
>>>> warranty
>>>> >>>>>> was
>>>> >>>>>> > > expired, I took it to my own mechanic Joe Hahn, from Hahn's
>>>> >>>>>> Automotive
>>>> >>>>>> > > (602)592-6958. He took a look and he found a lot of water in
>>>> my
>>>> >>>>>> engine
>>>> >>>>>> > and
>>>> >>>>>> > > it had caused spark plugs to stop firing or not fire
>>>> correctly. I
>>>> >>>>>> am not
>>>> >>>>>> > > car savvy, so I apologize if I am not describing this well.
>>>> He
>>>> >>>>>> also had
>>>> >>>>>> > > told me that the spark plugs looked like they came from a
>>>> engine
>>>> >>>>>> that had
>>>> >>>>>> > > over 100K miles on it when I only had barley 30K. He asked
>>>> if I
>>>> >>>>>> have my
>>>> >>>>>> > > van pressure washed, detailed or if I drove through a flooded
>>>> >>>>>> area. The
>>>> >>>>>> > > answer was no to all of them. I did go through a drive thru
>>>> car
>>>> >>>>>> wash once
>>>> >>>>>> > > or twice, which shouldn't put water in the engine, other
>>>> than that
>>>> >>>>>> > nothing.
>>>> >>>>>> > > So the engine was fixed March of 2018 and it seems like the
>>>> same
>>>> >>>>>> thing is
>>>> >>>>>> > > starting again. It is starting to idle rougher but it isn't
>>>> >>>>>> noticeable to
>>>> >>>>>> > > my husband who isn't in my van often,
>>>> >>>>>> > >
>>>> >>>>>> > > The first window , the passenger side front window, fell
>>>> October
>>>> >>>>>> 2018. It
>>>> >>>>>> > > was the regulator that broke. I just had this same window
>>>> fixed
>>>> >>>>>> again on
>>>> >>>>>> > > Wednesday (08/07/19), luckily for free since it had been less
>>>> >>>>>> than a year
>>>> >>>>>> > > and was under warranty still. The driver side front window
>>>> fell a
>>>> >>>>>> couple
>>>> >>>>>> > > of months ago in June 2019. Luckily, my glass didn't break or
>>>> >>>>>> shatter
>>>> >>>>>> > when
>>>> >>>>>> > > they fell any of those times.
>>>> >>>>>> > >
>>>> >>>>>> > > My A/C started acting up once I started needing to use it
>>>> this
>>>> >>>>>> year in
>>>> >>>>>> > > about April/May. (I live in Glendale, AZ and it gets hot
>>>> early).
>>>> >>>>>> It made
>>>> >>>>>> > a
>>>> >>>>>> > > clicking type noise and would only get cold when I was moving

>>>> >>>>>> about
>>>> >>>>>> > 30-40+
>>>> >>>>>> > > MPH. Whenever I would go slowly like in traffic or be stop
>>>> at a
>>>> >>>>>> light the
>>>> >>>>>> > > air would get warm to hot very fast until I started going
>>>> again.
>>>> >>>>>> I dont
>>>> >>>>>> > > remember what Joe said he needed to replace, I think a
>>>> compressor
>>>> >>>>>> and a
>>>> >>>>>> > few
>>>> >>>>>> > > other parts, but the pressure was getting really high before
>>>> he
>>>> >>>>>> fixed it
>>>> >>>>>> > > and could cause some major issues.
>>>> >>>>>> > >
>>>> >>>>>> > > My driver side mirror just recently stopped being able to be
>>>> >>>>>> moved by the
>>>> >>>>>> > > inside power adjustment button. I have not gotten it fixed
>>>> yet
>>>> >>>>>> since I am
>>>> >>>>>> > > able to manually adjust it for the time being.
>>>> >>>>>> > >
>>>> >>>>>> > > The passenger side sliding door does not lock/unlock with
>>>> the key
>>>> >>>>>> fob. I
>>>> >>>>>> > do
>>>> >>>>>> > > not know when this started because I just realized that it
>>>> was
>>>> >>>>>> unlocked
>>>> >>>>>> > > even though the rest of the van was locked a couple of weeks
>>>> ago.
>>>> >>>>>> I have
>>>> >>>>>> > a
>>>> >>>>>> > > feeling that it has been like this for a year or more
>>>> though. My
>>>> >>>>>> kids
>>>> >>>>>> > from
>>>> >>>>>> > > time to time have had been able to open that door using the
>>>> >>>>>> handle even
>>>> >>>>>> > > though the van was locked and I just assumed that I might
>>>> have
>>>> >>>>>> > accidentally
>>>> >>>>>> > > hit the key to unlock it or something along those lines. I
>>>> hadn't
>>>> >>>>>> > realized
>>>> >>>>>> > > that it had always unlocked and able to get into until a
>>>> week or
>>>> >>>>>> so ago.
>>>> >>>>>> > I
>>>> >>>>>> > > have been so lucky that no one has gotten into my van that
>>>> wasn't
>>>> >>>>>> > supposed
>>>> >>>>>> > > to. I have not had this fixed yet and I am just keeping it
>>>> locked
>>>> >>>>>> all the
>>>> >>>>>> > > time and need to unlock it from the inside each time my kids
>>>> need
>>>> >>>>>> to get
>>>> >>>>>> > in
>>>> >>>>>> > > on that side. I have a car seat on the opposite side so my
>>>> older
>>>> >>>>>> boys
>>>> >>>>>> > need
>>>> >>>>>> > > to get in and out of the broken side most days. Its really
>>>> >>>>>> inconvenient.
>>>> >>>>>> > >
>>>> >>>>>> > > I bought my van brand new on May 1, 2015 from Jones Ford in
>>>> >>>>>> Wickenburg,
>>>> >>>>>> > AZ.
>>>> >>>>>> > >
>>>> >>>>>> > > Please let me know if you need anymore information.
>>>> >>>>>> > > Thanks so much.
>>>> >>>>>> > > [redacted]
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> > > On Fri, Aug 9, 2019 at 7:26 AM Chrysler Customer Care <
>>>> >>>>>> > > wrote:
>>>> >>>>>> > >
>>>> >>>>>> > > > Hell[redacted]
>>>> >>>>>> > > >
>>>> >>>>>> > > > Thank you for contacting Chrysler Customer Care.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Thank you for the opportunity to assist you, il would
>>>> certainly

>>>> >>>>>> be
>>>> >>>>>> > happy
>>>> >>>>>> > > > to see what I can do for you.
>>>> >>>>>> > > >
>>>> >>>>>> > > > I understand how frustrating this must be with multiple
>>>> issues,
>>>> >>>>>> as I
>>>> >>>>>> > > would
>>>> >>>>>> > > > be frustrated in this situation myself.
>>>> >>>>>> > > >
>>>> >>>>>> > > > I just need a few pieces of information from you, If you
>>>> could
>>>> >>>>>> supply
>>>> >>>>>> > > them
>>>> >>>>>> > > > and I can try and see what I can do from my end.
>>>> >>>>>> > > >
>>>> >>>>>> > > > If you could provide me with Possible dates, that the
>>>> issues
>>>> >>>>>> started in
>>>> >>>>>> > > > detail, as well as the contact information to the dealer
>>>> you
>>>> >>>>>> have taken
>>>> >>>>>> > > the
>>>> >>>>>> > > > vehicle to after the water issue started, and any other
>>>> dealers
>>>> >>>>>> that
>>>> >>>>>> > have
>>>> >>>>>> > > > provided you with diagnoses on the vehicle.
>>>> >>>>>> > > >
>>>> >>>>>> > > > This will help me to get a better understanding of the
>>>> vehicle
>>>> >>>>>> and its
>>>> >>>>>> > > > component issues.
>>>> >>>>>> > > >
>>>> >>>>>> > > > If you can respond to this email or call us at Chrysler
>>>> >>>>>> Customer Care
>>>> >>>>>> > at
>>>> >>>>>> > > > 800-726-4636 and reference case number [redacted] and any
>>>> agent
>>>> >>>>>> would be
>>>> >>>>>> > > > happy to assist in updating this information.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Best Wishes,
>>>> >>>>>> > > > Christine
>>>> >>>>>> > > > Chrysler Customer Care
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > ---------- Original Message ----------
>>>> >>>>>> > > > From: US Customer Care []
>>>> >>>>>> > > > Sent: 8/6/2019 1:01 PM
>>>> >>>>>> > > > To:
>>>> >>>>>> > > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS
>>>> ADDRESS
>>>> >>>>>> *****
>>>> >>>>>> > > >
>>>> >>>>>> > > > Your inquiry has been received by the Chrysler Customer
>>>> Care. We
>>>> >>>>>> > > > appreciate your contact with us and look forward to getting
>>>> back with
>>>> >>>>>> > you
>>>> >>>>>> > > > as soon as possible.
>>>> >>>>>> > > >
>>>> >>>>>> > > > To ensure a prompt response, please add to your Safe
>>>> Senders
>>>> >>>>>> list,
>>>> >>>>>> > > Address
>>>> >>>>>> > > > Book or Contact List. Please also monitor your Junk Mail or
>>>> >>>>>> Spam Folder
>>>> >>>>>> > > for
>>>> >>>>>> > > > our response.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Should this matter be urgent, or if you desire a quicker
>>>> response,
>>>> >>>>>> > please
>>>> >>>>>> > > > contact us by phone to discuss your issue with one of our
>>>> >>>>>> Chrysler
>>>> >>>>>> > > Advisors.
>>>> >>>>>> > > >
>>>> >>>>>> > > > Chrysler Brand: 800-247-9753
>>>> >>>>>> > > >
>>>> >>>>>> > > > FCA Brand : 800-247-9753
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > For any future communication related to this email, please
>>>> >>>>>> refer to

>>>> >>>>>> > > > reference number [redacted]
>>>> >>>>>> > > >
>>>> >>>>>> > > > Sincerely,
>>>> >>>>>> > > >
>>>> >>>>>> > > > The Chrysler Brand
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > To view the Chrysler Privacy Policy, visit
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > >
>>>> >>>>>> > > > ref [redacted] :ref
>>>> >>>>>> > >
>>>> >>>>>> > >
>>>> >>>>>> >
>>>> >>>>>> >
>>>> >>>>>>
>>>> >>>>>>
>>>>
>>>>

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/15/2019	**Origin**	Telephone	**Reason**	
Mileage	33,412 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	60593	DEACON'S CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4404420424
Dealer Address	835 SOM CENTER RD				
	MAYFIELD VILLAGE		OH	44143 3524	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	Warranty				
Synopsis	Goodwill declined.				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
08/15/2019 03:14 PM	Open
08/15/2019 03:34 PM	Closed

Initial Description

Warranty - bought off-brand.

Case Comments

Date	Comment
08/15/2019	Sliding door is under warranty - however, there is a 'latch' that needs to be broken to fix the sliding door. Right now - sliding door closes but makes a loud noise for about 3 seconds (the latch is quoted at $300 parts only not labor). Brian is the Service Adviser. Based upon her facts saying that the 'part' needs to be broken (or can't be reused) - I decline assistance at this time.

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/06/2019	**Origin**	Telephone	**Reason**	
Mileage	62,000 Miles	**Market**	[redacted]	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	60595	TRI-CITIES CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4237825055
Dealer Address	869 E STONE DR				
	KINGSPORT		TN	37660 4066	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	R
Subject	Cost Assistance				
Synopsis	no further action needed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/16/2019 04:07 PM	Open
11/06/2019 04:02 PM	Closed

Initial Description

Customer states sliding doors need to be repaired due to diagnosis from dlr

Case Comments

Date	Comment
10/16/2019	Customer states DLR gave an estimate for one door of $525 plus tax but she needs work for both doors so full estimate was not done by DLR yet but customer is seeking Goodwill for cost assistance.
10/18/2019	Writer contacted customer and informed her that i will look into get repairs done
10/18/2019	Writer reached out to dealer SM Dave concerning possible goodwill via email and waiting on response.
10/21/2019	Writer contacted dealer SM Dave via email "Vaniel, I'm ok with Goodwill....they are decent customers of ours. Once I get the numbers . I'll send them to you and we can do the DM notes"
10/21/2019	writer contacted customer and updated her on goodwill possibility
10/24/2019	Writer was contacted by dealer and informed that warranty pricing for doors is as follows: "Morning, Labor: $ 280.80 Parts: $376.00 Total: $656.8 Loaner: $ 35.00
10/24/2019	Writer contacted Customer but had to leave a voicemail
10/25/2019	Writer contacted customer and informed her that as a one time customer satisfaction courtesy , due to this being her first Dodge, Original owner and brand loyalty FCA will cover 606.08 with a customer copay of $50 to cover the remainder of the $656.8 bill.
11/06/2019	Writer contacted customer and she stated that repairs were completed

Email(s)

Date	10/18/2019	**Subject**	Level 2 Initial Contact [ref:[redacted]ef]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/18/2019 18:10 PM

Dear [redacted]

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

My name is Vaniel and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler (South East) Case Management telephone number: 1-844.378.0573

My direct extension: [4060147]

My work hours are: 8:30 AM to 5:00 PM Eastern Standard Time Monday-Friday).

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Vaniel
ref:[redacted]ref

Date	10/25/2019	***Subject***	RE: Level 2 Initial Contact [ref:[redacted]ef]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/25/2019 20:48 PM

Please update me with appointment date

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/18/2019 2:10 PM
To:[redacted]
Subject: Level 2 Initial Contact [ref:_[redacted]ef]

Dea[redacted]

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

My name is Vaniel and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler (South East) Case Management telephone number: 1-844.378.0573

My direct extension: [4060147]

My work hours are: 8:30 AM to 5:00 PM Eastern Standard Time Monday-Friday).

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Vaniel
ref:[redacted]

Date	10/28/2019	***Subject***	RE: Level 2 Initial Contact [ref:_[redacted]ref]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/28/2019 18:33 PM

I will be leaving my van with TriCity Dodge on Wed Oct 30 at 8am I was told would take about 2 days for the repair because the doors need to be removed and the windows have to be taken out. This seems very extreme to repair door latches. They will provide me a vehicle to use while the repairs are being made.

Thank you for your help.
[redacted]

On Friday 25/10/2019 at 4:48 pm, US Customer Care wrote:
>
> Please update me with appointment date
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/18/2019 2:10 PM
> To [redacted]
> Subject: Level 2 Initial Contact [ref:_[redacted]
>
> Dear [redacted]
>
>
> Thank you for allowing DODGE Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction.
>
>
> My name is Vaniel and I will be your advocate to ensure all questions
> and issues are addressed. Here is some information that will be
> helpful for you to have:
>
>
> Your case number is [redacted]
>
> The Chrysler (South East) Case Management telephone number:
> 1-844.378.0573
>
> My direct extension: [4060147]
>
> My work hours are: 8:30 AM to 5:00 PM Eastern Standard Time
> Monday-Friday).
>
>
>
> Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation!
>
> Vaniel
> ref:_[redacted]
>

Date	11/05/2019	***Subject***	RE: Level 2 Initial Contact [ref:_[redacted]ref]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/05/2019 12:09 PM

Good Morning Vaniel,

Here is an update on the repair of my van doors:

I called on Monday 10-28-19 and scheduled an appointment. The lady I spoke with said all info was there for the repair so an appointment was made for Wednesday October 30 @ 8am - ish for me to bring the van in. I was told this would be about a two day job so I ask for a loaner vehicle. I live about an hour away from the dealership. I received an email later in the day with an appointment confirmation of 10:30am.

I arrive at Tri City Dodge about 9 am on the 30th and was greeted with confusion. They didn't know I had an appointment and didn't know if the parts had even been ordered. They said all would be taken care of so they gave me a new vehicle and I was on my way. With the plan to be for a Friday pickup of my repaired van.

I waited on Friday and no phone call.

Monday morning I had business near the dealership so I stopped in about 8:45am. I was told the parts where ordered and came in on Saturday 11-2 and were the wrong parts. The customer service tech told me the right parts were there and repairs should be finished that day. I plan to check later today 11-5 as I will be in that area.

To say I am concerned about this repair is an understatement.

Do you contact Tri City Dodge with a follow-up?

Thank you so much for your help.

[redacted]

[redacted]
Nickelsville, VA [redacted]

[redacted]

On Friday 25/10/2019 at 4:48 pm, US Customer Care wrote:
>
> Please update me with appointment date
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/18/2019 2:10 PM
> To: [redacted]
> Subject: Level 2 Initial Contact [ref:_[redacted]:ref]
>
> Dear [redacted],
>
>
> Thank you for allowing DODGE Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction.
>
>
> My name is Vaniel and I will be your advocate to ensure all questions
> and issues are addressed. Here is some information that will be
> helpful for you to have:
>
>
> Your case number is [redacted]
>
> The Chrysler (South East) Case Management telephone number:
> 1-844.378.0573
>
> My direct extension: [4060147]
>
> My work hours are: 8:30 AM to 5:00 PM Eastern Standard Time
> Monday-Friday).
>
>
>
> Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation!
>
> Vaniel
> ref[redacted]ref
>

Date	11/05/2019	***Subject***	RE: Level 2 Initial Contact [ref:[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/05/2019 21:43 PM

Vaniel.

Another update on my van repair.

I picked my van up about 10:30 this morning Tuesday. Customer service tech informed me that one of the door panels broke during the repair. They are ordering another panel to replace at no charge.

On Tuesday 05/11/2019 at 8:09 am, [redacted] wrote:
>
>
> Good Morning Vaniel,
>
> Here is an update on the repair of my van doors:
>
> I called on Monday 10-28-19 and scheduled an appointment. The lady I
> spoke with said all info was there for the repair so an appointment
> was made for Wednesday October 30 @ 8am - ish for me to bring the van
> in. I was told this would be about a two day job so I ask for a
> loaner vehicle. I live about an hour away from the dealership. I
> received an email later in the day with an appointment confirmation of
> 10:30am.
>
>
> I arrive at Tri City Dodge about 9 am on the 30th and was greeted with
> confusion. They didn't know I had an appointment and didn't know if
> the parts had even been ordered. They said all would be taken care of
> so they gave me a new vehicle and I was on my way. With the plan to
> be for a Friday pickup of my repaired van.
>
> I waited on Friday and no phone call.
>
> Monday morning I had business near the dealership so I stopped in
> about 8:45am. I was told the parts where ordered and came in on
> Saturday 11-2 and were the wrong parts. The customer service tech
> told me the right parts were there and repairs should be finished that
> day. I plan to check later today 11-5 as I will be in that area.
>
>
> To say I am concerned about this repair is an understatement.
>
>
> Do you contact Tri City Dodge with a follow-up?
>
>
> Thank you so much for your help.
>
> [redacted]
>
> [redacted]
> Nickelsville, VA [redacted]
>
> [redacted]
>
>
>
>
> On Friday 25/10/2019 at 4:48 pm, US Customer Care wrote:
>>
>> Please update me with appointment date
>>
>> ---------- Original Message ----------
>> From: US Customer Care [uscustomercare@fcagroup.com]
>> Sent: 10/18/2019 2:10 PM
>> To: [redacted]
>> Subject: Level 2 Initial Contact [ref [redacted] :ref]
>>
>> Dear [redacted] ,
>>
>>
>> Thank you for allowing DODGE Customer Care an opportunity to address
>> your concern. Our primary focus is your satisfaction.
>>
>>
>> My name is Vaniel and I will be your advocate to ensure all questions
>> and issues are addressed. Here is some information that will be
>> helpful for you to have:
>>
>>
>> Your case number is [redacted]

>>
>> The Chrysler (South East) Case Management telephone number:
>> 1-844.378.0573
>>
>> My direct extension: [4060147]
>>
>> My work hours are: 8:30 AM to 5:00 PM Eastern Standard Time
>> Monday-Friday).
>>
>>
>>
>> Please don't hesitate to make contact if you have any questions or
>> concerns. Thank you for your patience and co-operation!
>>
>> Vaniel
>> ref:_[redacted]f [Image]
>>
>

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/13/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/13/2020	**Origin**	Telephone	**Reason**	
Mileage	54,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	60134	REEDMAN TOLL AUTO WORLD		**Dealer Phone**	2157574961
Dealer Address	1700 E LINCOLN HWY				
	LANGHORNE		PA	19047 3042	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A
Subject	Warranty				
Synopsis	Provided information				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
01/13/2020 09:45 PM	Open
01/13/2020 10:05 PM	Closed

Initial Description

Warranty Inquiry

Case Comments

Date	Comment
01/13/2020	Customer Advised: Customer called about issues with radio, navigation and one of the side doors not opening or closing properly. Having issues with electrical. Feels it might be electrical corrosion. Vehicle is currently at dealer for diagnosis. Dealer informed customer that issue may be electrical corrosion. Agent Advised: Informed customer that agent would document everything in case of future contact. Provided customer with case number in case she needs to call back and reference these case notes.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	01/20/2020	CAIR Type	Regular	Status	Closed
Close Date	03/19/2020	Origin	Telephone	Reason	
Mileage	105,290 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	DURHAM		NC		USA
Dealer	45495	WESTGATE CHRYSLER JEEP DODGE RAM		Dealer Phone	9198655000
Dealer Address	6421 OLD WESTGATE RD				
	RALEIGH		NC	27617 4630	USA
Dealer Zone	Southeast	Sales District		Service District	N
Subject	vehicle concern				
Synopsis	Customer satisfied with assistance and repair, closed.				
Customer Anomaly	Engine				
	Cylinder Head				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	23	Engine cylinder head / block issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/20/2020 09:39 PM	Open
02/06/2020 05:52 PM	Closed
02/06/2020 07:31 PM	Open
02/12/2020 07:27 PM	Suspended
02/17/2020 12:11 PM	Open
02/17/2020 06:41 PM	Suspended
02/21/2020 04:33 PM	Open
02/21/2020 04:34 PM	Suspended
02/27/2020 10:30 PM	Open
03/19/2020 10:12 PM	Closed

Initial Description

misfire

Case Comments

Date	Comment
01/20/2020	customer took vehicle to dealer on file for a tune up and found out the cylinder head needs to be replaced along with related components as well as sliding door will not open /original owner has maintained vehicle through FCA dealership per guidelines and has a 678 loyalty score
01/20/2020	TL Override for goodwill consideration
01/21/2020	Reached out to the service department, SA Mena and Service Manager is unavailable at this time. Reached out to the customer at unavailable. Left a detailed message and sent a introduction email for her reference.
01/21/2020	IB received from the customer, introduced myself as her case manager and reassured the customer that case is being reviewed at this time. Reached out to dealership to speak with SM Jerry, informed he is no longer at this facility. Fernando is the service lane manager and Kerry for CDR. SM Hassan is in place until another SM is assisted to this dealership. Left a detailed message seeking a return call from SM Hassan as he would have the authority to make a decision regarding DM notes and warranty pricing
01/22/2020	CM spoke to SM Hassan and case will be reviewed, call back required. Reached out to the customer at unavailable. Left a detailed message at this time.
01/23/2020	CM spoke to SM Hassan, warranty price will be provided and DM note will be accepted for this customer.
01/23/2020	Warranty Pricing: Parts: 1,364.09 Labor: 900.17 Tax: 164.16 Total: 2428.42 Co-pay: $200.00 Reached out to the customer at unavailable. Left a detailed message at this time.
01/23/2020	IB call received, customer has accepted the offer for assistance and confirmed she will pay co-pay of $200.00. DM notes have now been submitted and email sent over to the SM for his reference. Call was branded with customer and next follow up in 1-2 business days.
01/24/2020	Reached out to the customer at unavailable. Left a detailed message at this time.
01/27/2020	CM reached out to the dealer service department, spoke to Josh but he is a receptionist. Transferred to Ext.1700 and reached voicemail where a detailed message was left. CM reached out to the parts department for part order details, spoke to Christian.

Date	Comment
01/27/2020	Reached out to SM Hassan, he will get with SA Mena and determine why order has not been placed, thanked. Reached out to the customer at [redacted] unavailable. Mailbox was full at this time. Next step: Vehicle status inquiry on repair status.
01/29/2020	IB received by the customer returning my call. She stated she has not received any contact from her SA Mena, she has left messages for him. Customer stated it is hard for her to get a hold of anyone there to provide her with update. Customer is looking to get her vehicle repaired. DM notes have been submitted and CM was under the impression customer would be taken care of, I apologized for the inconvenience caused. Reassured the customer that I will follow back up with her tomorrow. DM notes have already been placed, will contact dealership for update.
01/30/2020	Reached out to the dealership parts adviser Bryan and received part details: Description: Cylinder Head Part# 68227451AA Order#313594 ETA:1/28/20 OMC:041113159 Rental: No VOR: No Dealer has ETA of :2/4/20 Reached out to the customer and provided available ETA at this time. Next follow up for 2/4/2020.
01/30/2020	***Part Specialist*** Part: 68227451AA Order: $31359 OMC: 80126152 ETA at this time is Late Feb/Early March. this is subject to change once material becomes available
01/30/2020	Reached out to the customer at [redacted] mailbox was full so I could not leave a message at this time.
02/03/2020	Reached out to the customer at [redacted] unavailable. Left a detailed message at this time. Next follow up setup for 2/7/20.
02/06/2020	***Part Specialist Update*** Part: 68227451AA Order: $31359 OMC: 80126152 ETA remains Late Feb/Early March.
02/06/2020	** Final contact attempt ** Reached out to the customer at [redacted] unavailable. Left a detailed message at this time.
02/06/2020	IB call received by the customer, case was re-opened at this time for handling. Provided the customer part details available, we are waiting for arrival to dealership so we can move forward on repairs, thanked.
02/10/2020	Waiting on part arrival to move forward with repairs.
02/12/2020	Reached out to the customer at [redacted] unavailable. Left a detailed message at this time. ETA remains Late Feb/Early March.
02/13/2020	***Part Specialist Update*** Part: 68227451AA Order: $31359 Material in transit ETA week of 2/24 or sooner
02/17/2020	Reached out to the customer at [redacted] provided ETA for week of 2/24/2020. Next follow up date 2/24/20 set at this time.
02/20/2020	***Part Specialist Update*** Part: 68227451AA Order: $31359 ETA has been pushed out to week of 3/2
02/20/2020	Reached out to the customer at [redacted] unavailable. Mailbox is full and not accepting messages at this time. ETA has been pushed out to week of 3/2
02/21/2020	Reached out to the customer at [redacted] updated customer with new part ETA of 3/2/20.
02/24/2020	Part ETA of 3/2/20, waiting on part so repair can be completed.
02/25/2020	***Part Specialist Update*** Part# 68227451AA Order# [redacted] As of 2/25, order invoiced from PDC DLVD-DLR-DDS on 2/25 CM contact dealer parts to confirm arrival and follow up on repairs
02/27/2020	Reached out to the customer at [redacted] left a detailed message at this time. CM contact dealer parts to confirmed arrival with PA Brian. Reached out to the customer a[redacted] eft a detailed message an informed the customer that part has arrived and service appointment would need to be setup for the repair.
02/28/2020	Reached out to the customer at [redacted] customer will make contact to the dealership and setup repair appointment. Next follow up for 3/2/2020, customer agreed.
03/03/2020	Reached out to the customer at [redacted] unavailable. CM left a detailed message at this time. Next follow up date for 3/5/2020.
03/05/2020	Reached out to the customer at [redacted] unavailable. CM left a detailed message at this time. Next follow up date for 3/9/2020, confirm if repairs have been completed.
03/09/2020	Reached out to the customer at [redacted] vehicle is in process of repairs and customer was provided a loaner by dealership. Next steps: CM will contact dealership and provide repair details to the customer.
03/11/2020	Reached out to the customer at [redacted] unavailable. Left detailed message and confirmed vehicle is ready for pickup with the dealership. Next follow up for 3/13/2020 to confirm satisfaction and closure.
03/13/2020	Reached out to the customer at [redacted], the customer went to pick up he vehicle and determined right away that something was not right. She returned back to the service lane and dealership placed her back into a loaner. She is not sure what was found be be causing the noise, but she received message that her vehicle is ready. We agreed to follow backup on 3/17/2020 to confirm satisfaction.
03/18/2020	CM reached out to the service department for update on the vehicle repair status. Customers vehicle was completed and the customer has picked up the vehicle. Reached out to the customer at [redacted] unavailable. Left a detailed message and will follow backup tomorrow.
03/19/2020	Reached out to the customer at [redacted] confirmed satisfaction for closure. Explained to the customer that she will be receiving a survey for customer service received, closed.

Email(s)

Date	01/21/2020	***Subject***	Level 2 Initial Contact [ref:[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/21/2020 16:43 PM

Dear [redacted]

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

My name is Deirdre and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number:
1-844-378-0575
My direct extension: 4060080
My work hours are: 10:00 am - 6:30 pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Deirdre
ref:_[redacted]OO:ref

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/21/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/21/2020	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	NEW LENOX		IL	[redacted]	UNITED STATES
Dealer	54982	BETTENHAUSEN MOTOR SALES INC		**Dealer Phone**	7085322665
Dealer Address	8355 W 159TH ST				
	TINLEY PARK		IL	60477 1220	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	Driver side sliding door does not open when cold				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/21/2020 04:27 PM	Open
01/21/2020 04:29 PM	Closed

Initial Description

Customer having issue with driver side sliding door unable to open when cold.

Case Comments

Date	Comment
01/21/2020	Advised customer would need to have vehicle diagnosed. Advised DLR would duplicate and work on repair. Advised diagnosis out of pocket.

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

VIN	[redacted]	**Model Year**	2014	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/14/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/14/2020	**Origin**	Telephone	**Reason**	
Mileage	101,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	DETROIT		MI	[redacted]	USA
Dealer	26872	DUTCH MILLER CHRYSLER DODGE JEEP		**Dealer Phone**	3043437700
Dealer Address	339 MACCORKLE AVE SW				
	SOUTH CHARLESTON		WV	25303 1263	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	K
Subject	Vehicle Concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/14/2020 02:40 PM	Open
02/14/2020 02:43 PM	Closed

Initial Description

Sliding doors will not open

Case Comments

Date	Comment
02/14/2020	The sliding doors wont open at all. Dashboard states that the door is always open, it looks like one of the doors looks like it is not closed completely. Doesnt know what to do to fix this. Advised that we would need to bring the vehicle to the dlr for further assistance, no warranty advised of out of pocket expense. Not Eligible for goodwill.

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/05/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/05/2020	**Origin**	Telephone	**Reason**	
Mileage	84,218 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	GRANVILLE		IL	[redacted]	USA
Dealer	26970	GOLLING CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7344758661
Dealer Address	1500 S MAIN ST				
	CHELSEA		MI	48118 1411	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	B
Subject	Vehicle concern				
Synopsis					
Customer Anomaly					
Contact Reason	C160	Vehicle Product Specifications	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Product Specifications				

Case Status History

Create Date	Status
06/05/2020 09:08 PM	Open
06/05/2020 09:13 PM	Closed

Initial Description

Power sliding doors not opening.

Case Comments

Date	Comment
06/05/2020	Customer seeking to advise the vehicle power sliding doors are not opening using the button on the panel door. Agent advised this would have to be diagnosed at a Dodge dlr. Agent attempted to schedule an appt for the customer, customer stated she will call the dlr once she has a date she can take the vehicle in.

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

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/26/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/19/2020	**Origin**	Telephone	**Reason**	
Mileage	73,112 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	NEWARK		CA	[redacted]	USA
Dealer	60559	FREMONT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5106568700
Dealer Address	39639 BALENTINE DR				
	NEWARK		CA	94560 5377	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Vehicle Concern				
Synopsis	Customer advised close case.				
Customer Anomaly	Gears & Transmission				
	Differential				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	50	Differential gears issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/26/2020 07:46 PM	Open
07/21/2020 08:33 PM	Closed
07/22/2020 10:55 PM	Open
08/19/2020 08:03 PM	Closed

Initial Description

transmission issue

Case Comments

Date	Comment
06/26/2020	**Customer Inquiry** Check Engine light, vehicle is at dealer and was diagnosed as a transmission issue. Dealer is deciding if transmission should be repaired or replaced, but customer wants a new transmission because her warranty expires next month and she doesnt want any issues later. Customer also wants if she can get a rental as she's already been without vehicle for 7 days while it's been at dealer 60559 *Agent Advised** Agent called dealer 60559 Caller info- Full name of caller: [redacted] Phone [redacted] Updated Email [redacted] @ Next agent - pls ask dealer how long repair will take, so we can discuss rental
06/26/2020	Customer called back in requesting rental assistance for their vehicle so the writer looked into and saw that the vehicle met parameters for goodwill escalation Writer will escalate case for rental assistance if applicable
06/30/2020	Customer is calling for CM agent warm transfer the customer over
06/30/2020	***Inbound Call*** Customer called regarding getting rental assistance while her vehicle is at the Dlr - Stanley (SA) @ Fremont CJDR. Stanley (SA) advised her to call FCA. Agent advised the Customer that he will review the case and call her back with a determination.
06/30/2020	***Outbound Call*** Agent reached out to the Dlr Stanley (SA) @ Fremont CDJR; was put on hold and when Stanley pickup the line he act as if he couldn't her me on the line and then hang-up.
06/30/2020	***Outbound Call*** Agent called Dlr - Stanley regarding customer vehicle and her need for rental. Stanley stated that they sublet with Enterprise off their lot and it based on availability. However, vehicle been off road since June 23rd and will take 7 - 10 days to complete the services. Dlr will take DM notes for the rental cost. Agent will approve 7 days of rental. * Customer meets the Goodwill Criteria by: PT Warranty - 60 Months or 100,000 Miles / Expired: June 28, 2020 w/ 73,112 miles. Original Owner of vehicle w/ Max Care plan and first day rental.
06/30/2020	***Outbound Call*** Agent reached out to Customer to advised her that she was approved to seven days of rental. Customer stated the she will pickup her rental on July 1st. Agent will sent email to Dlr Stanley (SA) with copy of notes. RT[redacted] Rental Car by Dealer Status Approved Pickup Date: 7/1/2020 1:49 PM Return Date: 7/8/2020 1:45 PM Approved / Repairs in Progress
06/30/2020	***Email*** Agent sent email to Dlr Stanley (SA) with copy of notes. RT-[redacted] Rental Car by Dealer Status Approved Pickup Date: 7/1/2020 1:49 PM Return Date: 7/8/2020 1:45 PM Approved / Repairs in Progress
06/30/2020	Contact with customer by case manager. Sent introduction email to Customer with case and contact information.
07/09/2020	***Email*** Agent reached out to Dlr Stanley by email to advised that Rental was approved for seven more days. RT-[redacted] / Rental Car by Dealer Continue Rental: 7/8/2020 1:46 PM Return Date: 7/14/2020 10:38 AM Submitted: 07/09/20
07/10/2020	TL approved 7/9 Rental Car Request RT-[redacted]
07/20/2020	***Email*** Agent sent email to Dlr Stanley (SA) regarding a update on Customer vehicle.
07/20/2020	***Email*** Stanley Fisher 11:58 AM (48 minutes ago) to me completed customer picked up over weekend
07/22/2020	customer called wanting more assistance. customer picked up vehicle after transmission was repaired and several minutes later the A/C stopped working. Customer is taking vehicle back to DLR also passenger side door is making a weird noise
07/23/2020	Customer called to speak with CM Agent was able to connect customer with CM

Date	Comment
07/23/2020	***Inbound Call*** Customer called stating that she pick-up her vehicle on July 17th and notice on the same day that her A/C is not working. However, when customer took it in to the Dlr for her transmission; their was nothing wrong with the A/C. Customer is asking for assistance. Best contact number is [redacted] Customer vehicle is at the Dlr.
07/23/2020	***Email*** Agent sent email to Dlr Stanley (SA) regarding a update on Customer vehicle.
07/23/2020	***Email form Dlr*** Stanley Fisher 10:59 AM (1 hour ago) to me TRANSMISSION WAS COMPLETED LAST WEEK PICKED UP SATURDAY. THEY CAME BACK YESTERDAY DUE TO THE A/C NOT BLOWING COLD, FOUND THE AIR COND. COMPRESSOR HAS INTERNAL FAILURE REPAIR COST OF $978.00.
07/23/2020	TL confirmed CM Bobby is no longer on CABC and sending case file to another CM on team with CM Oscar ycording with agents on team, as new member starts 7/23.
07/24/2020	CM reached out to dealer- 60559 Fremont Chrysler Dodge Jeep Ram at 5106568700. There was no answer. LVM. CM tried (510) 279-7259 SA Jesus advised. SA is Stanley. needs compressor locking up. would have been covered bt Basic. parts $518.48 Labor $460.00 customer pay. Separate issue. The vehicle was VOR almost one month for the trans B/O part. Compressor not B/O. no rental now. they are not good customers warranty work only.. DM notes OK $200 copay warranty prices TOTAL. 873.69 labor 454.93 labor 418.76
07/24/2020	Request sent to TL. for goodwill consideration.
07/25/2020	*OUTBOUND******* *********CM reached out to customer at [redacted] Customer confirmed address,email & contact phone number. Welcome Email sent. Customer advised thee is also an issue with door making noise.
07/27/2020	Spouse calling to speak with CM and agent advice CM not available and will send chatter message to be contact asap
07/27/2020	TL has not responded to request for advice on GW.
07/27/2020	E Mail sent to TL requesting advice on GW consideration.
07/27/2020	OUTBOUND******* *********CM reached out to customer at [redacted]
07/27/2020	OUTBOUND******* *********CM reached out to customer at [redacted] Updated customer.
07/28/2020	SA Dan is calling to speak with cm regarding the case. Agent check cm was not available reach vm.
07/29/2020	The customer called in to speak to the CM. Agent sees CM is not available, CB will be requested.
07/29/2020	Customer called in for update.
07/29/2020	Email received from TL. Yes I agree to $200 co-pay if repairs are not covered under their active MVP plan purchased at DLR we will use the MVP as justifications with B/0 parts concerns.email to stanley.fisher@dgdg.com parts will be there Friday.
07/29/2020	il to stanley.fisher@dgdg.com parts instock.
07/29/2020	stanley.fisher@dgdg.com parts instock.
08/01/2020	Follow up on repairs.
08/06/2020	Follow up on repairs.
08/06/2020	***OUTBOUND******* *********CM reached out to raler-60559 Fremont Chrysler Dodge Jeep Ram at 5106568700. RO is open SA Stanley will be there tomorrow.
08/19/2020	OUTBOUND******* *********CM reached out to customer at [redacted] Customer advised issue resolved but now there is a problem with the door she does not have time to take care of at this time. Close case. Customer advised she will reach out when she has time to schedule an appointment Customer updated email yendo12@icloud.com

Email(s)

Date	06/30/2020	***Subject***	Rental Request [ref:[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	06/30/2020 18:27 PM

Dear [redacted]

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

My name is Bobby and I will be your advocate to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:
Your case number is [redacted]

The Jeep Wave Case Management telephone number: 1-844-888-0601
My direct extension: [#4060830]

My work hours are: Monday-Tuesday and Thursday-Friday - 8:00 AM - 6:30 PM Eastern Time).

Please don't hesitate to make contact if you have any questions or concerns.
Thank you for your patience and co-operation!

Bobby
CABC Case Specialist / FCA
ref:[redacted]

Date	06/30/2020	***Subject***	Rental Request [ref:[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	06/30/2020 18:36 PM

Dea[redacted]

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

My name is Bobby and I will be your advocate to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:
Your case number is[redacted]

The Jeep Wave Case Management telephone number: 1-844-888-0601
My direct extension: [#4060830]

My work hours are: Monday-Tuesday and Thursday-Friday - 8:00 AM - 6:30 PM Eastern Time).

Please don't hesitate to make contact if you have any questions or concerns.
Thank you for your patience and co-operation!

Bobby
CABC Case Specialist / FCA
ref:[redacted]

Date	07/25/2020	***Subject***	Case[redacted] ref:[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/25/2020 00:09 AM

Hello[redacted]

I hope this finds you well. My name is Stephanie and I have been assigned as your new Case Management Specialist. I'm with the California Customer Care Team and your case has been assigned to us so that we may assist in repairs. We have access to additional factory and corporate resources that we can utilize to get you back in your vehicle and on the road again.

After I review the details of your case, I will be calling you at your preferred number of 510-552-8524 . If your preferred telephone number mentioned is incorrect, please reply with the correction. I look forward to speaking to you and moving forward.

Heres some information for your records:

§ Your Case Numbe[redacted]

§ My office hours: 2:30 PM to 11:00 PM EST. Monday - Friday

§ My direct contact information is 844-888-0601 Ext. 4060138

Thank you for being a loyal Chrysler family member.

Have a good day.

Sincerely,
Stephanie
Case Management Specialist
California Customer Care
844-888-0601
Ext. 4060138

FAX 8777685076

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/30/2020 2:36 PM
To[redacted]
Subject: Rental Request [ref:_[redacted]

Dea[redacted]

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

My name is Bobby and I will be your advocate to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:
Your case number is[redacted]

The Jeep Wave Case Management telephone number: 1-844-888-0601
My direct extension: [#4060830]

My work hours are: Monday-Tuesday and Thursday-Friday - 8:00 AM - 6:30 PM Eastern Time).

Please don't hesitate to make contact if you have any questions or concerns.
Thank you for your patience and co-operation!

Bobby
CABC Case Specialist / FCA
ref[redacted]

Date	07/25/2020	Subject	Case [redacted] [ref:_[redacted]		
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	07/25/2020 00:09 AM

Hello [redacted]

I hope this finds you well. My name is Stephanie and I have been assigned as your new Case Management Specialist. I'm with the California Customer Care Team and your case has been assigned to us so that we may assist in repairs. We have access to additional factory and corporate resources that we can utilize to get you back in your vehicle and on the road again.

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Case Management Specialist
California Customer Care
844-888-0601
Ext. 4060138

FAX 8777685076

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/30/2020 2:36 PM
To[redacted]
Subject: Rental Request [ref:_[redacted]

Dear[redacted]

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

My name is Bobby and I will be your advocate to ensure all questions and issues are addressed.

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Thank you for your patience and co-operation!

Bobby
CABC Case Specialist / FCA
ref[redacted]

Date	07/29/2020	Subject	VIN[redacted]Case[redacted] [ref:_[redacted]ef]		
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	07/29/2020 22:12 PM

Hello Stanley,
DM-54925
Owner
[redacted] Open [redacted] Preview
Case
[redacted] Open [redacted] Preview
DMNotes
CAC to cover compressor replacement
$200 copay CAC to pay TOTAL. 673.69
ClaimType
W-Warranty
Currency
USD - U.S. Dollar
Created By
Stephanie HamoumaOpen Stephanie Hamouma Preview
, 7/29/2020 6:09 PM

Have a good day.

Sincerely,
Stephanie
Case Management Specialist
California Customer Care
844-888-0601
Ext. 4060138

FAX 8777685076

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/24/2020 8:09 PM
To: uscustomercare@fcagroup.com
Cc: [redacted] m
Subject: Case [redacted]]

Hello [redacted] ,

I hope this finds you well. My name is Stephanie and I have been assigned as your new Case Management Specialist. I'm with the California Customer Care Team and your case has been assigned to us so that we may assist in repairs. We have access to additional factory and corporate resources that we can utilize to get you back in your vehicle and on the road again.

After I review the details of your case, I will be calling you at your preferred number of 510-552-8524 . If your preferred telephone number mentioned is incorrect, please reply with the correction. I look forward to speaking to you and moving forward.

Here's some information for your records:

§ Your Case Number: [redacted]

§ My office hours: 2:30 PM to 11:00 PM EST. Monday - Friday

§ My direct contact information is 844-888-0601 Ext. 4060138

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Have a good day.

Sincerely,
Stephanie
Case Management Specialist
California Customer Care
844-888-0601
Ext. 4060138

FAX 8777685076

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/30/2020 2:36 PM
To: [redacted]
Subject: Rental Request [ref [redacted] f]

Dear [redacted]

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

My name is Bobby and I will be your advocate to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:
Your case number is[redacted]

The Jeep Wave Case Management telephone number: 1-844-888-0601
My direct extension: [#4060830]

My work hours are: Monday-Tuesday and Thursday-Friday - 8:00 AM - 6:30 PM Eastern Time).

Please don't hesitate to make contact if you have any questions or concerns.
Thank you for your patience and co-operation!

Bobby
CABC Case Specialist / FCA
re[redacted]

Date	07/29/2020	***Subject***	VIN[redacted] Case[redacted] [ref:_[redacted]]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/29/2020 22:12 PM

Hello Stanley,
DM-54925
Owner
[redacted] Open [redacted] Preview
Case
[redacted] 1Open [redacted] Preview
DMNotes
CAC to cover compressor replacement
$200 copay CAC to pay TOTAL. 673.69
ClaimType
W-Warranty
Currency
USD - U.S. Dollar
Created By
Stephanie HamoumaOpen Stephanie Hamouma Preview
, 7/29/2020 6:09 PM

Have a good day.

Sincerely,
Stephanie
Case Management Specialist
California Customer Care
844-888-0601
Ext. 4060138

FAX 8777685076

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/24/2020 8:09 PM
To: uscustomercare@fcagroup.com
Cc: [redacted]
Subject: Case [redacted] [ref [redacted] :ref]

Hello [redacted]

I hope this finds you well. My name is Stephanie and I have been assigned as your new Case Management Specialist. I'm with the California Customer Care Team and your case has been assigned to us so that we may assist in repairs. We have access to additional factory and corporate resources that we can utilize to get you back in your vehicle and on the road again.

After I review the details of your case, I will be calling you at your preferred number of 510-552-8524 . If your preferred telephone number mentioned is incorrect, please reply with the correction. I look forward to speaking to you and moving forward.

Here's some information for your records:

§ Your Case Number: [redacted]

§ My office hours: 2:30 PM to 11:00 PM EST. Monday - Friday

§ My direct contact information is 844-888-0601 Ext. 4060138

Thank you for being a loyal Chrysler family member.

Have a good day.

Sincerely,
Stephanie
Case Management Specialist
California Customer Care
844-888-0601
Ext. 4060138

FAX 8777685076

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/30/2020 2:36 PM
To: [redacted]
Subject: Rental Request [ref [redacted] f]

Dear [redacted],

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

My name is Bobby and I will be your advocate to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:
Your case number is [redacted]

The Jeep Wave Case Management telephone number: 1-844-888-0601
My direct extension: [#4060830]

My work hours are: Monday-Tuesday and Thursday-Friday - 8:00 AM - 6:30 PM Eastern Time).

Please don't hesitate to make contact if you have any questions or concerns.
Thank you for your patience and co-operation!

Bobby
CABC Case Specialist / FCA
ref:[redacted]

Date	08/19/2020	***Subject***	Case [redacted] ref: [redacted] ref]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/19/2020 20:03 PM

Hello [redacted]
At this time, we will be closing this case.
If you have any further questions/concerns, please call Chrysler at 1-844-888-0601 EXT 4060138 at any time.
We also wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey, so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time, participation and for being a valued FCA customer.

Have a good day.

Sincerely,
Stephanie
Case Management Specialist
California Customer Care
844-888-0601
Ext. 4060138
FAX 8777685076

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/29/2020 6:12 PM
To: uscustomercare@fcagroup.com
Cc: stanley.fisher@dgdg.com
Subject: VIN [redacted]

Hello Stanley,
DM-54925
Owner
[redacted] Open [redacted] Preview
Case
[redacted] Open [redacted] Preview
DMNotes
CAC to cover compressor replacement
$200 copay CAC to pay TOTAL. 673.69
ClaimType
W-Warranty
Currency
USD - U.S. Dollar
Created By
Stephanie HamoumaOpen Stephanie Hamouma Preview
, 7/29/2020 6:09 PM

Have a good day.

Sincerely,
Stephanie
Case Management Specialist
California Customer Care
844-888-0601
Ext. 4060138

FAX 8777685076

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/24/2020 8:09 PM
To: uscustomercare@fcagroup.com
Cc: [redacted]

Hello [redacted] ,

I hope this finds you well. My name is Stephanie and I have been assigned as your new Case Management Specialist. I'm with the California Customer Care Team and your case has been assigned to us so that we may assist in repairs. We have access to additional factory and corporate resources that we can utilize to get you back in your vehicle and on the road again.

After I review the details of your case, I will be calling you at your preferred number of 510-552-8524 . If your preferred telephone number mentioned is incorrect, please reply with the correction. I look forward to speaking to you and moving forward.

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§ Your Case Number: [redacted]

§ My office hours: 2:30 PM to 11:00 PM EST. Monday - Friday

§ My direct contact information is 844-888-0601 Ext. 4060138

Thank you for being a loyal Chrysler family member.

Have a good day.

Sincerely,
Stephanie
Case Management Specialist
California Customer Care
844-888-0601
Ext. 4060138

FAX 8777685076

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/30/2020 2:36 PM
To [redacted]
Subject: Rental Request [ref [redacted] 9O:ref]

Dear [redacted]

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

My name is Bobby and I will be your advocate to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:
Your case number is [redacted]

The Jeep Wave Case Management telephone number: 1-844-888-0601
My direct extension: [#4060830]

My work hours are: Monday-Tuesday and Thursday-Friday - 8:00 AM - 6:30 PM Eastern Time).

Please don't hesitate to make contact if you have any questions or concerns.
Thank you for your patience and co-operation!

Bobby
CABC Case Specialist / FCA
ref [redacted] :ref

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**del Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/28/2020	**Origin**	Telephone	**Reason**	
Mileage	115,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	DURHAM		NC		USA
Dealer	45495	WESTGATE CHRYSLER JEEP DODGE RAM		**Dealer Phone**	9198655000
Dealer Address	6421 OLD WESTGATE RD				
	RALEIGH		NC	27617 4630	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	N
Subject	Door Lock				
Synopsis	No warranty coverage or recalls found for sliding door.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/28/2020 08:22 PM	Open
07/28/2020 09:40 PM	Closed

Initial Description

Customer is calling to find out if there is a recall on the door lock

Case Comments

Date	Comment
07/28/2020	Customer is calling to find out if there is a recall for sliding door. Customer stated the sliding door on the driver side sliding door jammed and they were not able to open door. Customer was quoted a price of $1300 to repair. Customer took vehicle to an IRF and was advised the door latch is wearing down and will eventually need to be replaced. Customer stated they researched online and found several complaints about the door and it seems to be the door lock actuator. Customer also stated while driving you can hear a buzzing noise. Another issue with the vehicle is the screen for the backseat DVD player is not working. Customer was quoted $800 to repair. Agent checked and did not find any recalls or extended warranties on vehicle.

New Customer Assistance Inquiry Record (CAIR)# [redacted]					
VIN [redacted]		**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/10/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/19/2020	**Origin**	Telephone	**Reason**	
Mileage	99,001 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	Owner Contact				
Customer Address					
					USA
Dealer	60541	ISLAND CHRYSLER DODGE JEEP RAM		**Dealer Phone**	8432375337
Dealer Address	8983 OCEAN HWY				
	PAWLEYS ISLAND		SC	29585 6902	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	M
Subject	recall				
Synopsis	Customer didn't provide the document/s (Bill of Sale or Vehicle Registration) needed to update the request. Closing the case.				
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
11/10/2020 01:36 PM	Open
11/10/2020 01:40 PM	Suspended
11/11/2020 02:59 PM	Open
11/12/2020 01:23 PM	Suspended
11/12/2020 02:47 PM	Open
11/12/2020 02:50 PM	Suspended
11/19/2020 12:27 PM	Open
11/19/2020 12:29 PM	Closed

Initial Description

customer called informing just purchased the vehicle and their is a loud buzzing noise coming from the rear driver side door wants to know if any recalls

Case Comments

Date	Comment
11/10/2020	customer called informing just purchased the vehicle and their is a loud buzzing noise coming from the rear driver side door wants to know if any recalls advisor informed customer no recalls for this vehicle and also informed will send an email to send documents for CNA change
11/11/2020	customer calling to order a part agent refer to dealer
11/12/2020	Requesting for BILL OF SALE or REGISTRATION to update the vehicle ownership. Waiting for documentation. Case suspended.
11/19/2020	Customer didn't provide the document/s (Bill of Sale or Vehicle Registration) needed to update the request. Closing the case.

Email(s)

Date	11/10/2020	**Subject**	recall [ref: [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/10/2020 13:39 PM

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

You have requested an update to our records.

To complete your request we require a copy of one of the following documents:

For Ownership Updates: Registration and/or Bill of Sale

For Name Change: Drivers License and Registration and/or Bill of Sale

For Updates to Marital Status: Drivers License with new name and copy of Marriage license or Divorce decree.

Once your documents have been received we will process your request and advise you when changes have been completed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Sincerely,

Margie
Customer Care, FCA
re[redacted]

Date	11/11/2020	***Subject***	send documents [ref:[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/11/2020 14:56 PM

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/10/2020 8:39 AM
To: [redacted]
Subject: recall [ref:_[redacted]ef]

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

You have requested an update to our records.

To complete your request we require a copy of one of the following documents:

For Ownership Updates: Registration and/or Bill of Sale

For Name Change: Drivers License and Registration and/or Bill of Sale

For Updates to Marital Status: Drivers License with new name and copy of Marriage license or Divorce decree.

Once your documents have been received we will process your request and advise you when changes have been completed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Sincerely,

Margie
Customer Care, FCA
ref:_[redacted]

Date	11/11/2020	***Subject***	Re: send documents [ref:_[redacted]ef]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/11/2020 18:52 PM

I tried to attach a picture of my insurance card, but I couldn't do it..Could you email me your email address and I will send it to you ...THANKS

Erin Go Bragh

> On Nov 11, 2020, at 9:56 AM, Michelina Urbano <uscustomercare@fcagroup.com> wrote:
>
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 11/10/2020 8:39 AM
> To: [redacted]
> Subject: recall [ref:_[redacted]
>
> Thank you for allowing FCA Customer Care an opportunity to address your inquiry. Our primary focus is your satisfaction.
>
> You have requested an update to our records.
>
> To complete your request we require a copy of one of the following documents:
>
> For Ownership Updates: Registration and/or Bill of Sale
>
> For Name Change: Drivers License and Registration and/or Bill of Sale
>
> For Updates to Marital Status: Drivers License with new name and copy of Marriage license or Divorce decree.
>
> Once your documents have been received we will process your request and advise you when changes have been completed.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
>
> Sincerely,
>
>
> Margie
> Customer Care, FCA
> ref:[redacted]
>

Date	11/12/2020	***Subject***	FCA Contact Center Case #[redacted] Ownership Update [redacted]]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/12/2020 13:23 PM

Dear [redacted]

Thank you for allowing Chrysler Customer Care to address your concern. Your satisfaction is our primary concern.

We are reaching out to you in regards to your vehicle ownership update request. Please attach your BILL OF SALE or REGISTRATION with the date of purchase indicated on it. See the attached file on how to attach document by replying to this email. Alternatively, you can submit your documentation by fax or mail:

Fax to 877-768-5076. Include case number on cover sheet, Attention: Ownership Update / CNA
Mail to FCA US Customer Care, PO Box 21-8007, Auburn Hills, MI 48321-8007

We greatly appreciate your patience and cooperation.

Regards,

Elaine

Chrysler Customer Care
ref:[redacted]

Date	11/12/2020	***Subject***	Re: FCA Contact Center Case [redacted] Ownership Update [redacted]]		
From	[redacted]	***To***	uscustomercare@fcagroup.com[redacted]	***Sent Date/Time***	11/12/2020 14:47 PM

All I'm asking for is an email address to email my proof of insurance. I use an IPad and could not attach the picture. Is it that hard to just sending me an email I can send it to??

Erin Go Bragh

> On Nov 12, 2020, at 8:23 AM, Joyce Elaine Villa <uscustomercare@fcagroup.com> wrote:
>
>
>
>
> Dear [redacted],
>
>
> Thank you for allowing Chrysler Customer Care to address your concern. Your satisfaction is our primary concern.
>
> We are reaching out to you in regards to your vehicle ownership update request. Please attach your BILL OF SALE or REGISTRATION with the date of purchase indicated on it. See the attached file on how to attach document by replying to this email. Alternatively, you can submit your documentation by fax or mail:
>
> Fax to 877-768-5076. Include case number on cover sheet, Attention: Ownership Update / CNA
> Mail to FCA US Customer Care, PO Box 21-8007, Auburn Hills, MI 48321-8007
>
> We greatly appreciate your patience and cooperation.
>
>
> Regards,
>
> Elaine
>
> Chrysler Customer Care
>
>
>
>
>
> ref[redacted]:ref
> <STEPS TO ATTACH DOCUMENT.pdf>

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/05/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/05/2021	**Origin**	Telephone	**Reason**	
Mileage	106 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City	Hammond	**Caller Country**	USA	**Caller Postal Code**	46327
Customer	[redacted]				
Customer Address					
	HAMMOND		IN	[redacted]	USA
Dealer	41850	THOMAS DODGE-CHRYSLER-JEEP OF		**Dealer Phone**	2199246100
Dealer Address	9600 INDIANAPOLIS BLVD				
	HIGHLAND		IN	46322 2637	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	Inquiry				
Synopsis					
Customer Anomaly					
Contact Reason	C200	Vehicle Not Part Of The Recall Campaign	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN Check - Recall Doesn't Apply				

Case Status History

Create Date	Status
04/05/2021 09:11 PM	Open
04/05/2021 10:16 PM	Closed

Initial Description

Recall inquiry

Case Comments

Date	Comment
04/05/2021	Customer inquiry: Customer says she has been having issues with her passenger sliding door not being able to lock. She wants to know if this is in our system as a common thing. Customer is looking for parts to fix vehicle because local mechanic is not sure of right part needed. Agent advised: There is no recall related to issue on customer's VIN customer to contact dealer part department for further assistance.

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

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/12/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/13/2021	**Origin**	Telephone	**Reason**	
Mileage	76,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	

Customer	[redacted]				
Customer Address					
	INDIAN HARBOUR BEACH		FL	[redacted]	USA
Dealer	41874	BONIFACE-HIERS CHRYSLER DODGE JEEP		**Dealer Phone**	3214528181
Dealer Address	2555 W. KING STREET				
	COCOA		FL	32926	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	B

Subject	Vehicle concern				
Synopsis	not at dealer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/12/2021 03:47 PM	Open
08/13/2021 09:19 PM	Closed

Initial Description

Customer seeking assistance with an intermittent issue

Case Comments

Date	Comment
08/12/2021	***Voice of the Customer ** Customer states that the sliding door when closed there is a bumping sound Customer states that the door will then not open with remote Customer states the dealer has difficulty recreating the issue Customer is seeking technical assistance Customer has vehicle at dealer 41874 with intermittent issue. ***Action Taken** advised customer case will be escalated to a specialist Reassign for technical assistance
08/13/2021	**OBD** Tony in service picked up, only Was there yesterday, on 8/12 came in with cst stating he needs new start button and that was done and ordered **OBC** Start button was not big issue, least of his concerns was push button key. Was told it was in stock and Panel and front seat that controls panel was replaced, door has been an ongoing issue for long time and every time he mentions it to dealer they say it has to be acting up when he brings it in. Says it is intermitting problem and he is an hour away from them and when it starts happening it is inconvenient and not doing it when he gets there. Says when he went yesterday , he sat in parking lot for 2 1/2 hours trying to recreate issue it did not do it. Reached out to us , says he would have to have it investigated.. Advised we can get him assistance with proper repair, said dealer told him he would turn it over to other entity for assistance Says has to stop car while moving and has to manually open and close door, what happens is when it is not working it closes and then it acts as if it is continuing to cycle and makes bump sound at very end of it. Says if it acts up while he is driving he gets alert on dash that the door is open, has 5 grand kids and if door opens will have major issue. Says lackadaisical attitude of dealer is concerning, says they even had gull to ask him if he wants to trade.. already had to replace transmission . Is very concerned no one seems to care, complained before warranty expired Wont even look at it unless it is making clicking noiseSoon as you open it, it stops.. not sure why they did not take his video.. Informed cst case is dicmented and calls are reqcorded, if issue comes up again and dealer is able to diagnose we can help out with providin gresolution but without details not much we can do at moment Stellantis Customer Care PO Box 21-8004 Auburn Hills MI 48321-8004 Requested email be sent
08/13/2021	Informed cst of case closure and email to expect in 7 business days to provide feedback on overall experience, sent mailing address to write letter and case # was included

Email(s)

Date	08/13/2021	**Subject**	Vehicle concern [ref:_[redacted]lky:ref]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	08/13/2021 21:18 PM

Dear [redacted]

This is a courtesy email to inform you of the closure of your case.

I would like to express my appreciation for allowing me to assist you

with your concerns.

We look forward to assisting you should you have any additional

concerns or questions in the future.

Should you receive a customer satisfaction survey regarding your

experience with me, your input would be greatly appreciated.

Thank you for being a loyal Chrysler customer!
ref[redacted]

Date	08/13/2021	***Subject***	Vehicle concern [ref[redacted]:ref]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/13/2021 21:18 PM

Dear [redacted]

This is a courtesy email to inform you of the closure of your case.

I would like to express my appreciation for allowing me to assist you

with your concerns.

We look forward to assisting you should you have any additional

concerns or questions in the future.

Should you receive a customer satisfaction survey regarding your

experience with me, your input would be greatly appreciated.

Thank you for being a loyal Chrysler customer!
ref[redacted]

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

VIN	[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/08/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/07/2016	**Origin**	Telephone	**Reason**	New Problem
Mileage	17,006 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City	FRIENDSWOOD	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26010	RON CARTER CHRYSLER JEEP DODGE		**Dealer Phone**	2813318111
Dealer Address	3005 FM 528 RD				
	ALVIN		TX	77511 8837	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	H
Subject	Rear heater turns on itself on high				
Synopsis					
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/08/2015 10:02 PM	Open
09/11/2015 09:01 PM	Closed
09/25/2015 07:59 PM	Reopen
10/23/2015 01:56 PM	Closed
12/10/2015 01:06 PM	Reopen
01/07/2016 02:19 PM	Closed

Initial Description

0123305601-Product,Body / Trim / Paint Finish,Glass,Misaligned / Poor Fit,Windshield,Windshield - Misaligned / Poor Fit,leaking
0100006800-Product,Unknown,Unknown,Wind Noise,Default,Wind Noise in Product,Wind Noise in Product
0123760000-Product,Body / Trim / Paint Finish,Interior Styling / Appearance,Other,Unknown,Interior Styling / Appearance Inquiry,Headliner falling down again
0124000000-Product,Air Conditioning / Heater,Unknown,Other,Default,Air Conditioning / Heater Inquiry,Rear heater turns on itself on high

Case Comments

Date	Comment
09/25/2015	CustoMer alleges that she paid for windshield coverage from dealer. Custoemr also alleges that whistleing noise starting around 65 and get's worse around 80. Headliner is fallin down again. New Issue rear heater kicks on itself and turns on high. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] Customer email address for case updates: [redacted] Would customer like to receive updates via text message? (Y/N) Mobile number: Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y/N) If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled?Yes Date:9/26 Time: Confirmed appointment at Ron Carter Is the customer in a rental? (Y/N) Reassigned to 88F Customer calls to speak with their Case Manager
09/25/2015	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - Reopen Error
09/25/2015	* * * * * * * * * CASE MANAGEMENT - District U * * * * * * * * * * - Is the Original Owner Yes - Has 2 NEW CDJR - Has 2 USED CDJR - 0 cancelled service contract -1 active service contract Max Cair - 0 expired service contract
09/25/2015	CONTACT UPDATE - Customer was contacted today at 2:00 Customer was provided with agent's extension: 40590
09/25/2015	Customer called in stated she was still having whistleing sounfd when driving over 60 and water leaking issues CustoMer alleges that she paid for windshield coverage from dealer,also alleges that whistleing noise starting around 65 and get's worse around 80. Headliner is fallin down again. New Issue rear heater kicks on itself and turns on high. Customer has appoitment 9/26 at Ron Carter 23871
09/25/2015	Customer would like to have vehicle replaced Customer mileage 1706 Customer is seeking lemon law buyback/replacement. WhatÂ's the main concern? Whistling noise and also the leaks If known, how many repairs and/or dealer visits for concern?6 for wind noise If known, how many days down? Describe previous offers made:NON Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? (Owner/Dealer/IRF) Reassigned to 91L

Date	Comment
09/28/2015	********** 91L Review **********
09/28/2015	*********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
09/29/2015	I called the customer LVM introducing myself advised that IÂ'm his case manager and the case has been reviewed and referred to me for special handling and I wanted to discuss the current concerns he is experiencing with the vehicle.
09/29/2015	***Sherry with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Sherry directly at 214-583-2154. Thank you. ***
09/30/2015	Status update provided via email to the following email address: [redacted], Your case has been assigned to me for Special Handling. I am your case manager and I am available to speak with you Monday through Friday, 9:00 a.m. to 5:00 p.m. C.S.T. If I am not available, please leave a voice message at 214-583-2154 and let me know the best time that I may reach you. Thank you, Sherry End of Status Update
10/01/2015	I called the customer LVM requesting a return call.
10/05/2015	Customer called in LVM requesting a return call state they are available after 4pm. I called the customer LVM requesting a return call.
10/05/2015	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2015-10-05 @ 17:27
10/05/2015	Customer called in states there is a wind noise in the vehicle and a water leak, heat comes on by itself, the back seat goes up and down on its own. The customer states the headliner has come down twice and been glued back. The leak is at the front of the vehicle only when the headliner falls down. The wind noise is at the front of the vehicle and the squeaking noise is at front only when going over 70mph. The customer states she loves her car but all of these problems keep occurring. The customer states she has the upgraded 30th anniversary addition. The customer states she would like to have her vehicle repaired to where she doesnÂ't have the noise she states she doesnÂ't want to get rid of the vehicle just get it fixed. I advised the customer that once she contacts the dealership and has an appointment scheduled to give me a call so that I can authorize rental for her. I advised once the vehicle goes in for service I will reach out to our TS to get them involved with the repair process via telephone.
10/15/2015	Contacted the dealer (23871), unable to speak with anyone in service. Contacted the customer, she stated she has not been able to get her vehicle in for repair. She stated she was told she could be seen until November. Customer stated previous CM Jody advised her to file for lemon law. I apologized to the customer and advised we do handle lemon law claims. I advised the customer we would like to assist with getting the vehicle repaired but we would need a more recent diagnosis. The customer stated the only time she can get the vehicle in for service is on Sat. I advised her CM would follow up with the dealer to get the appt. scheduled and give her a callback. The customer stated in the meantime, she will fill out the information for lemon law. I advised I would document her case.
10/19/2015	I called the customer LVM requesting a return call to see what date her appointment is scheduled for.
10/22/2015	I called the customer states she is unable to get the vehicle in for service until the middle of November because they are backed up and other dealerships do not want to take the vehicle because she didn't purchase the vehicle from them. The customer was talking and to someone else and the call dropped or customer hung up.
11/23/2015	Customer called and agent reffered cutomer to a customer or dealer calls for information that is currently being managed by the I2R Team, you may provide the following number: 888- 542-7239. As per Answert Connect Answer ID 17118.
12/10/2015	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By-Pass
12/10/2015	Customer calling for follow up on her case as she still has had no resolution. Agent advised customer that this case is still being documented on and will forward her to her CM. Agent transferred customer to CM SR1447.
12/11/2015	- >>>>> A new I2R Case [redacted] has been opened to further assist customer. Original CAIR number is the same.
12/11/2015	I called the dealership 26010 spoke with SA Laurie they ordered a headliner for the customer and they received the part customer is to bring vehicle in on 12/14/15 to get the headliner installed and wants to get into a rental vehicle. She states the customer told her there is a knocking noise in the engine on yesterday. She states the customer was bringing the vehicle on 11/23/15 for security light blinking on the dash which is performing as designed. She states once the customer came in she had a list of other things a water leak at the windshield and headliner is loose, the third row goes up and down by itself unable to duplicate but there was a TSB for the concern they calibrated the seat and the customer states there was a noise in the rear they found a gap in the heater box and repaired it. She states she called the customer told her that the part was in scheduled her for 12/14 and customer told her she needs a rental and she is going out of town on the 21st. She states they can fix the windshield concern as well as the headliner but unable to look at anything else. I advised her to tell the customer she can do those repairs and have her bring the vehicle back after the holiday. I advised we will authorize rental from 12/14-12/16/15 any CDJ at up to $40 per day while the vehicle is in for repair.
12/11/2015	Customer called in LVM states the vehicle is at another dealership and she is having problems with a rental car Customer called in states she took the vehicle to Ron Carter in Alvin and they ordered parts and states they may not be able to fix the vehicle. They fixed the heater motor and when turn in back it blows out in the front and turns the front on and rear passenger door motor is going out and theyÂ're changing the weather stripping again and replacing the headliner. Customer states her car was in the shop over 3 weeks at thanksgiving. She states she no longer wants this vehicle and would like to have this vehicle replaced. The customer stats she is going to make a 1200 mile trip and canÂ't do it in this vehicle because itÂ's not safe. The customer states now when she stops at a light the vehicle dies. I apologized to the customer for what she has experienced. The customer states she would like to have a supervisor give her a call back. I advised I will put in a request it will take 24-48 hours for her to return the call. I advised her I would contact the dealership to authorize a rental.
12/14/2015	- Escalation call: - Called customer at [redacted] advised their case manager stated he requested to speak with a Supervisor which is why I am calling. Customer states that she has more issues than what she has had before and her CM Â– SR1447 was not allowing the dealership to make all the repairs necessary. Apologized to customer and advised that our department does not authorize or unauthorized repairs; we are not mechanics or technicians. Customer then stated she is a [redacted] and is not able to speak right now. Advised customer that I can call her back tomorrow 12/15 and asked her what time would be better for me to call her and customer stated after 1:30pm she will be available. Advised I will call her back tomorrow 12/15 after 1:30pm. Customer was good with this then disconnected the call.
12/15/2015	Called the dealership 26010; LVM for Barbara to call back sr1447 at her direct line. Called the customer at [redacted]; Spoke with customer and he is very frustrated. Customer stated he was having a hard time to get a hold of the dealership that he bought the vehicle from. Customer stated every time he gets something else wrong with the vehicle. I advised the customer that sup rh1233 would be calling him in a few minuets. I advised the customer that someone will be calling on Friday to see how the repairs are on the vehicle. Customer agreed to the call back. **follow up 12/18**
12/15/2015	Called the dealership 26010; LVM for Barbara to call back sr1447 at her direct line. Called the customer at [redacted]; Spoke with customer and he is very frustrated. Customer stated he was having a hard time to get a hold of the dealership that he bought the vehicle from. Customer stated every time he gets something else wrong with the vehicle. I advised the customer that sup rh1233 would be calling him in a few minutes. I advised the customer that someone will be calling on Friday to see how the repairs are on the vehicle. Customer agreed to the call back. **follow up 12/18** NOTES BY PH456
12/16/2015	I called the dealership spoke with SA Laurie states the customer brought the vehicle in and dropped it off late Monday night and theyÂ're installing the headliner and repairing the water leak at the windshield. She states the customer had a list of concerns and she was advised they could only work on the windshield and headliner at this time and she would have to bring it back at a later date for the other concerns. The customer states there is a concern with the sliding door and a no start but they were unable to duplicate the concern. If all goes as planned the customer should have the vehicle back today tomorrow at the latest.
12/16/2015	- Escalation call: - Called customer at [redacted] advised their case manager stated they requested to speak with a Supervisor which is why I am calling. Left my direct phone number for a call back.
12/18/2015	Called customer to advise that supervisor will call on Monday. Unable to leave message. **Follow Up 12/21**

Date	Comment
12/21/2015	I called the dealership 26010 spoke with SA Laurie states when turning on rear heater the front heater blows they performed a flash updates for the heater. They were unable to duplicate the no start or sliding door concern, sealed the windshield and replaced the headliner. Authorized a rental for 5 days CDJ at up to $35 per day while the vehicle is in for repair dealership 26010 for water leak 12/14/15-12/18/15
12/21/2015	I called the dealership spoke with SA Laurie vehicle has been repaired they were unable to duplicate the no start and the sliding door concern but they sealed the windshield and replaced the headliner. She state the customer states they broke the USB cover and they are not going to be responsible for it because they were not working anywhere near it and they would have to replace the whole radio. I called the customer to see how the vehicle is performing and confirm that the vehicle has been repaired. The customer states the headliner wasnÂ't fastened all the way. The customer states there is a whistling noise and vehicle seems to be worse now than when they took it in for service. The customer states the heater is messing up on them if you turn one on they all come on. He states if you turn the rear on the front comes on as well. He states if you turn the front on the rear will come on as well at times. The customer states there is a missing USB cover and the dealership broke it, she states the RPMs go up and down on their own while driving. The customer states the electronics in the vehicle is messed up. The side blower blows out cold and one side blows hot and one blow cold even with the heater on. The customer states she has [redacted] and canÂ't keep running back and forth to the dealership. I apologized to the customer for what she has experienced. I advised the customer to schedule an appointment for the electrical concern and I will reach out to our TS to get them involved. I advised the customer that IÂ'm not able to offer trade assistance since the vehicle is not repaired. The customer states she would like to have the vehicle replaced and be done with it. I advised her I will review for all possible options.
12/28/2015	I called the customer states she is waiting for the SM to give her a call back to schedule an appointment for her to take the vehicle in for service. The customer states the dealership will not return her phone calls for her to schedule an appointment. I advised the customer I will contact the dealership to schedule an appointment for her. The customer wanted to know how many times she has to take the vehicle in for repair. I advised the customer there is no set number of times she will have to take the vehicle in for repair. I advised the customer since she has new concerns the will have to be addressed and diagnosed. The customer is upset that she has to take the vehicle in for service and feels nothing is being done. I apologized to the customer advised I would contact the dealership and see about getting her an appointment scheduled. I called the dealership 26010 LVM requesting a return call to schedule an appointment for the customer to bring the vehicle in for service to address the concerns with the heater and RPMÂ's. I advised the customer is seeking replacement or repurchase. I called the customer advised I was unable to speak with anyone to schedule her appointment and IÂ'm waiting for them to give me a call back and once I speak with them I will give her call to advised of her appointment. The customer is upset that her vehicle has not been repaired and she has taken it in numerous times for the same concerns.
01/04/2016	I called the customer advised that I have some good news for him Chrysler would like to move forward and offer him a replacement vehicle. I advised the customer that within the next 7-10 days he will receive a call from a replacement coordinator. I advised the customer if the dealership contacts him and lets him know his vehicle is repaired we do ask that he pick up his vehicle and return the loaner. I advised the customer
01/04/2016	although they pick up the vehicle it doesnÂ't change the offer that has been extended to him. The customer was very grateful and appreciative.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/15/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/01/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	26,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ARLINGTON	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	45470	GRAPEVINE DODGE CHRYSLER JEEP		**Dealer Phone**	8174107500
Dealer Address	2601 WILLIAM D TATE AVE				
	GRAPEVINE		TX	76051 3984	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	A
Subject	BLUETOOTH PROBLEMS				
Synopsis	Customer to file for 3rd party arbitration.				
Customer Anomaly	Uconnect / Infotainment				
	TV/DVD				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	115	TV/DVD issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/15/2016 05:06 PM	Open
02/01/2017 10:28 PM	Closed
09/29/2018 09:47 AM	Closed

Initial Description

0464000000-Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,BLUETOOTH PROBLEMS
0123301101-Product,Body / Trim / Paint Finish,Glass,Broken, Cracked,Windshield,Windshield - Broken, Cracked,DLR CRACKED WINSHEILD WHILE WORKING ON VEHICLE
0118000000-Product,Drivability,Unknown,Other,Default,Driveability Inquiry,WHISTLING NOISE COMING FROM FRONT WHEN DRIVING 65mph
0123036709-Product,Body / Trim / Paint Finish,Body Hardware,Noisy,Door-Sliding,Sliding Door Hardware - Noisey,whistling noise from front when driving above 65mph
0108630000-Product,Electrical,uConnect Cellular System,Other,Default,uConnect Cellular System Inquiry,BLUETOOTH PROBLEMS

Case Comments

Date	Comment
11/15/2016	Briefly summarize why the customer is contacting Chrysler: the customer is calling because she's having problems with the ELECTRONICS in her vehicle it started as when she drives above 65mph her vehicle was making a loud whistling noise from the front of the vehicle they fixed that but found out her SUN VIOSR was causing her UCONNECT to short out. while the DLR was working on that somehow they managed to CRACK the WINDSHEILD so they replaced that at no cost. the DLR will fix it but the customer drives down the road and finds out that the vehicle is in fact no fixed. customer stats that also her BLUETOOTH and DVD PLAYER wasn't working it would work in the front but not the back. Briefly summarize what the customer is expecting: to file for LEMON LAW to determine if she is eligible. agent called over to DLR they confirmed she's been having major issues with her vehicle and the ELECTRONICS, and the SA stated that she's had the PCM flashed the last time she went into the DLR. (45470)agent advised
11/16/2016	Vehicle is at the dealership - GRAPEVINE DODGE CHRYSLER JEEP (45470) Update triggered by S97767N
11/16/2016	********** 91L Review **********
11/16/2016	*********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
11/17/2016	Called dealer-45470 and LVM requesting a return call from the (SA) Craig. Called customer spoke with who communicated several concerns she's had with the vehicle since her purchase. She explained that currently the vehicle experiencing an issue with the remote start that when the car is started remotely and she enters the vehicle, the car shuts off and the brakes lock up. This concern was brought up to the dealer who the customer stated recently gave her a call and said that Chrysler was aware of this issue because there was bulletin on the specific issue. The customer stated she received another call from dealer who said not to bother coming in because the current fix does not work. Customer also has concerns with A/C in the back seat not working well when remote start is used. Customer is frustrated and wants all resolutions to be considered. Follow up 11/19
11/28/2016	11/18-Called dealer LVM with Craig requesting a return phone call. Briefly described the customer's concern with regard to issues with remote start. I explained she said she received a call stating there was bulletin and fix for the issue then later received a call stating not to come in because the fix does not work. I am trying to confirm if there is a fix. 11/18-Called customer explained that I LVM with Craig asking for a return call so that I can confirm bulletin fixes she mentioned and that dealer stated the fixes do not work. Called dealer 45470 (SA) Craig and LVM requesting a return phone call. Also will need to confirm with Craig if a STAR case has been opened on this issue. Follow up 11/29
11/29/2016	Called dealer 45470 and spoke with (SA) Craig who stated he informed the

Date	Comment
11/29/2016	customer not to come in because there was another vehicle like hers in for service for the exact same issue (when starting vehicle with remote start vehicle appears to have started but it isn't). TSB which they performed on another vehicle exactly the same experiencing the same issue and it did not work. The rear door hesitation when opening a reset was performed which did not work. Craig (SA) advised there was no time table for fix and did not want to bother taking the customer's vehicle in if it would not be repaired. Called customer and explained what the (SA) Craig explained to me. There are no fixes for her vehicle at the moment. Would like to review all possible resolutions. Follow up 12/1
12/01/2016	11/30/2016 4:53:41 PM: User Comment by AS3553: Called customer to discuss possible resolution for her vehicle. Vehicle has been down 29 days so I offered a 1 month payment. The customer was not happy with that resolution and mentioned the car is currently not fixed as she's experienced several issues with the vehicle since it's purchase. Her concern is that she does not have faith in the vehicle at this point and there are no current fixes to issues concerning remote start as the car dies, and the rear door takes awhile to open when the button is pressed. Her concerns are that when she takes her [redacted] o the car in the winter she does not want to bring them into a cold car because of remote start issues. Dealer does not have a fix at the moment with no anticipated ETA. Customer wants a buy-back as a resolution and does not want to participate in trade assist due to money that she would be losing in current equity of vehicle. She asked for 31k, 7k in current payments, 22k remaining payments, 2k in previous trade in vehicle to receive current vehicle. - Follow up 12/1
12/02/2016	Called customer to make her aware we were still looking at her case for review. I apologized for not following up with her and explained the request she made regarding 31k which would include current payments for her vehicle, remaining balance, and previous trade in amount would not happen however we were working on her case and I would make sure she was made aware of any progress.
12/05/2016	Received call from customer who stated that she was receiving interference in her turn-by-turn direction which she just wanted to add to the list of previous electrical concerns. Follow up 12/7
12/09/2016	Called dealer LVM for Craig (SA) requesting a return phone call. I am following up to see if STAR was involved with diagnosing customer's previous repairs. Follow up 12/9
12/12/2016	Status update provided via email to the following email address: [redacted] Attached is the number for the National Center for Dispute Settlement (NCDS)we discussed. (866) 662-4639, extension 114 or www.ncdsusa.org Anthony End of Status Update
12/12/2016	Called customer and advised that I would not be able to offer a replacement at this time. I explained other alternatives would be to have the vehicle back in for service with the STAR team taking a look or 3rd party arbitration. The customer seemed that she would like to have STAR take a look first before contacting NCDS to ensure she has exhausted all options available first. I explained I would reach out to (SA) Craig and once I made contact with him to have STAR involved, I would reach out to her. Contacted dealer 45470 left VM message for Craig requesting return call. I left a brief message about the case and the possibility of involving STAR. Follow up 12/13
12/12/2016	Called customer to make her aware that I received a message from (SM) Craig stating they could open a STAR for the customer and schedule a service visit. I called and LVM for (SM) Craig thanking him for message and explained that customer is available for service 12/14, 1/3, and 1/4. Also, stated customer would need rental and or loaner vehicle to be arranged as she would be traveling with [redacted] added that if rental was available we would authorize. Follow up 12/13
12/12/2016	Spoke with (SM) Craig who was ok with the customer scheduling visit for service and involving STAR on 1/3. I explained that I would authorize a rental through enterprise and update the DM Notes accordingly. I contacted the customer and made her aware of my discussion with (SM) Craig. Called customer LVM stating service date of 1/3 and (SA) Craig stated he would have STAR involved with the case. I also advised that I would authorize the rental.
12/30/2016	Called dealer 45470 spoke with (SA) Craig who confirmed customer's appointment was for 1/3. He stated that if he could not duplicate the customer's concern, they would have STAR involved. Follow up 1/4
01/03/2017	Vehicle is at the dealership - GRAPEVINE DODGE CHRYSLER JEEP (45470) Update triggered by S97767N
01/04/2017	Called customer and confirmed vehicle is in for service. Will contact dealer tomorrow for RO information. Follow up 1/5
01/05/2017	Begin Customer Message reviewed: Anthony, I would be more comfortable going ahead and leaving my van in Grapevine now and getting a rental. Craig said you would have to approve it, since you're paying for the rental. I don't feel comfortable putting all these extra miles on it so close to my warranty period expiring. I can't not drive, and I don't think it's fair to me as the consumer to get so close to the warranty while I'm waiting for the Star team. I assume there's no way they can get to it this week. Can you approve that? End of Reviewed Customer message
01/05/2017	Spoke with SA Tofer (45470) states SM will have to call back and provide update due to complex findings.Provided CM contact information. Spoke with customer regarding update,informer her CM will follow up no later than 1/10.
01/06/2017	I noticed customer's note regarding a rental. I was unsure of the dates however approved rental to begin Monday 1/9-1/13. Follow up 1/10
01/10/2017	Called 45470 and LVM on Craig's voicemail requesting return phone call. Called customer and provided update. Customer was in good spirits as we are both awaiting an update from STAR and (SM) Craig. Follow up 1/13
01/10/2017	Received call from Craig 1/10 who stated a vehicle skench was performed and has been sent to STAR and are currently awaiting an update. Follow up 1/13
01/13/2017	Called dealer 45470 spoke with (SA) Craig who explained they were finally able to duplicate the customer's concern. He stated typically they would have heard from STAR by now however they are still awaiting a response. He also added that he reached out to the customer and provided an update. Called customer just to touch base as she had already received update from the dealership. I explained I would call again next week with an update. Follow up 1/17
01/17/2017	Awaiting an update from STAR. Will follow up with the dealer first then customer. Follow up 1/18
01/20/2017	Left message for SA Craig provided cm contact number. Left message for customer,provided cm contact information.
01/24/2017	--Called the dealer 817-410-7500 was hu on. called back lvm requested a call to the cm --Called the customer [redacted] she stated she has not heard from the dealer since Friday. I advised I left a vm for the sm so we should have an update soon. Will have CM follow up .
01/30/2017	Called dealer (SA) Craig and LVM requesting return phone call. New wireless ignition. Had a TSB flash / patch which as seemed to fix it. Vehicle will be back in on Wednesday for trim piece on side of vehicle. Called customer who stated that she received her vehicle back on Thursday. She stated the car was repaired although she's going back in for service next Wednesday to have some trim fixed. She asked if she could have a 100k mile service contract and I explained to her that I could not make any promises. I did say with her service contract coming up and the vehicle being repaired I could offer 6/75. The customer attempted to negotiate stating she does not feel like she is asking a lot. I did explain that I would look into this and provide her with an update to her question. I will need to update RO information as well. Follow up 1/31
02/01/2017	Called customer and offered 6/75. Customer refused and asked to go through arbitration. I provided arbitration information.
02/01/2017	Customer to file for 3rd party arbitration.

Email(s)

Date	10/01/2018	***Subject***	Anthony, I would be more comfortable going ahea		
From		***To***	***Sent Date/Time***	12/19/2016 13:42 PM	

Anthony,

I would be more comfortable going ahead and leaving my van in Grapevine now and getting a rental. Craig said you would have to approve it, since you're paying for the rental. I don't feel comfortable putting all these extra miles on it so close to my warranty period expiring. I can't not drive, and I don't think it's fair to me as the consumer to get so close to the warranty while I'm waiting for the Star team. I assume there's no way they can get to it this week.

Can you approve that?

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/20/2020	**Origin**	Telephone	**Reason**	
Mileage	61,396 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	OCEANSIDE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	ST CLAIRSVLE		OH	[redacted]	USA
Dealer	45576	DIEHL CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4127221800
Dealer Address	6181 STEUBENVILLE PIKE				
	MC KEES ROCKS		PA	15136 1338	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	H
Subject	Vehicle Concerns				
Synopsis	No diagnosis.				
Customer Anomaly	Gears & Transmission				
	Shifter				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	46	Gear shifter issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/20/2020 07:04 PM	Open
02/20/2020 07:39 PM	Closed

Initial Description

Customer is having several issues with vehicle

Case Comments

Date	Comment
02/20/2020	Customer is calling because they had engine and transmission problems with vehicles two weeks after they purchased it about a year ago. Customer purchased vehicle used from #1 Cochran located in PA. Customer took vehicle in to DLR for repairs they kept it for for 30 days. The DLR stated the pistons and valves were off centered with the engine and they could not do anything for the transmission because Chrysler has a contract with another company and they are having issues with the transmission. Customer then took vehicle to Diehl Chrysler Dodge Jeep about six months ago and SA Andrew advised customer the and the transmission needs to be replaced because it is slipping. Customer was advised by SA at Diehl to contact FCA. Customer stated when putting the vehicle in reverse the vehicle starts to shake. Customer was told by original DLR there is nothing they could do until something major happens. When customer took vehicle to Diehl they also had the lifters replaced and was advised by the SA that they have had several vehicles with the same issues they are having with the transmission. Customer also stated they are having issues with the back up camera, the oil pressure is low, the check engine light came one and the passenger side door is not working properly. the past couple of weeks. Customer stated they are the only one who drives the vehicle and this is the vehicle they use for work/business and is also the only vehicle they own. Agent checked for warranties and reacalls and found there are no recalls and the only warranty remaining is the major emission comp warranty. Vehicle has not been diagnosed by DLR within the past 14 days so customer was advised to call back once the vehicle has been diagnosed. Agent offered to assist customer with scheduling the appointment but customer needed to check their schedule first.

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

VIN	[redacted]	**Model Year**	2014	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/19/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/26/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	54,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	FRIENDSWOOD	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	27018	Ron Carter Chrysler Jeep Dodge Ram		**Dealer Phone**	2813318111
Dealer Address	3005 FM 528 RD				
	ALVIN		TX	77511 8837	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	G
Subject	Motor went out in the window and window and DVD fell down				
Synopsis	Customer has vehicle repairs are finished				
Customer Anomaly	Electronics				
	Power Windows				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	118	Automatic window function issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/19/2017 10:06 PM	Open
09/26/2017 05:01 PM	Closed
09/29/2018 01:16 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Motor went out in the window and window and DVD fell down
0121080000-Product,Transmission / Transaxle,Automatic Trans / Transaxle,Other,Default,Automatic Trans / Transaxle Inquiry,Jumps from drive to neutral
0108270000-Product,Electrical,Power Windows,Other,Unknown,Power Window - Inquiry,Motor went out in the window and window and DVD fell down

Case Comments

Date	Comment
09/19/2017	Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle is in the shop. The motor went out in the window. The window just fell down and the DVD fell from ceiling. Customer has had ongoing issues with the vehicle. The vehicle still leaking the drivers side corner window and still whistles while driving. The seals in sliding glass doors are all bubbled out and have been changed twice. The door barely opens in the passengers side. The back rear windows have been replaced twice for motor stuff. Back seat still closed while driving down the road. She states the DLR will not take trade in because it has been to the DLR too many time. The DLR told her the vehicle is not a safe vehicle. Customer gets electrocuted when turns the heater on. The transmission still jumps from drive to neutral. Briefly summarize what the customer is expecting: Customer is stating she wants the vehicle bought back. Agent advised we can escalate to CM to look at repairing the vehicle and cost assistance but the vehicle is past buyback. Customer seeking assistance with: Customer has had ongoing unresolved issues with the vehicle and it is back at the DRL Customer expecting: Window motor is broken and DVD player fell down. Transmission jumps from drive to neutral. Vehicle leaks and seals are bubbling. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 7 am Latest call time: 9 pm Updates via text: N Updates via email: Y [redacted] Vehicle location: Dealer Date and Time of Appointment: at DLR Confirmed appointment with: 23871 RON CARTER Customer in rental: N Authorized by: Rental start date: [Date]
09/19/2017	SME CF590 approves escalation to 97X.
09/20/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
09/20/2017	Status update provided via email to the following email address: [redacted] Thank you for contacting Chrysler Customer Care my name is Chloe and I've been successfully assigned as your Case Manager for case [redacted] can be reached at (844)378-0575 ex:81260 if you have any questions or concerns. Once I've reviewed your file here and repair history I can contact you at [redacted] if this information is incorrect please reply with best contact information. End of Status Update
09/20/2017	Contacted DLR 23871 and spoke with Service was informed customers vehicle is not at DLR and hasn't been since March 17.
09/20/2017	Contacted customer at [redacted] and customer states vehicle needs a $100 deductible to replace motor and she states vehicle is at DLR Ron Carter in Alvin and the repairs should be done today. Customer has talked to an attorney she doesn't want to sue wants Chrysler to resolve issue with product states vehicle has been in shop more then she had it. Customer just wants out of car states she's spoken to multiple DLR 2 denied because of vehicle history repairs and 3rd offered $38,000. Customer states she been trying to get us to buy back vehicle since it had 5,000 miles.
09/20/2017	Contacted DLR 27018 and could not be transferred to Service automated system brought me back to front desk.
09/21/2017	Contacted DLR27018 and spoke with SA Ray who confirmed vehicle should be done tomorrow the technician had to replace another part.

Date	Comment
09/22/2017	Cust called to get ahold of her case manager, customer is upset with the amount of issues that she has had with the vehicle, she is not interested in getting it fixed. At this point wants a trade or buyback she also mentioned lemon law. Agent advised, to give us the opportunity to fix the vehicle. Then we can look into other resolutions if need be. Her vehicle is still being worked on at this point. Agent advised that we would follow up her on monday. Agent also assured her that case specialist chloe works very hard for her customers and that she was in good hands. She then was ok and will wait for her follow up call on monday.
09/25/2017	Contacted DLR 27018 and SA Ray confirmed vehicle repairs are finished and customer has since picked the vehicle up.
09/25/2017	Contacted customer at [redacted] and she states she has since picked the vehicle up but still feels like vehicle is not fixed and unsafe. Customer is still requesting to get a fair trade in value for it and declined getting a service contract as an offer of goodwill customer is adamant about getting out of vehicle.
09/25/2017	Reviewed case with TL and reviewed Lemon Law guidelines for state. TL advised to escalate to 91L customer has previous case [redacted] with department regarding issues with vehicle that originally happened since customer purchased vehicle and the repair attempts since then have still not resolved the customers concerns as documented in narrative.
09/25/2017	Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? Owner Reassigned to 91L
09/25/2017	This vehicle does not meet the criteria for escalation to 91L
09/26/2017	Contacted customer at [redacted] dvised lines 100 provided contact number (866) 662-4639 from AC #18702 For Arbitration information.
09/26/2017	Status update provided via email to the following email address: [redacted] Good Afternoon I've attempted to contact you at [redacted] regarding your open case with us [redacted]. I received an update from the department that my supervisor escalated your case to and they informed me your vehicle does not meet the requirements for lemon law. If you wish to appeal this information you can contact (866) 662-4639 the National Center for Dispute Settlement (NCDS) more information can be found at www.ncdsusa.org and their mailing address for your request can be sent to 12900 Hall Road, Suite 401, Sterling Heights, MI 48313 or faxed at 586-226-2559. All of your concerns have been documented in the case and now that the vehicle is back in your possession if you have further information that could be considered contact us back and we'll re-open the case for you. Thank you End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Good Afternoon I've attempted to contact you at (2
From		***To*** [redacted]	***Sent Date/Time*** 09/26/2017 17:00 PM

Good Afternoon I've attempted to contact you at [redacted] regarding your open case with us [redacted]. I received an update from the department that my supervisor escalated your case to and they informed me your vehicle does not meet the requirements for lemon law. If you wish to appeal this information you can contact (866) 662-4639 the National Center for Dispute Settlement (NCDS) more information can be found at www.ncdsusa.org and their mailing address for your request can be sent to 12900 Hall Road, Suite 401, Sterling Heights, MI 48313 or faxed at 586-226-2559. All of your concerns have been documented in the case and now that the vehicle is back in your possession if you have further information that could be considered contact us back and we'll re-open the case for you. Thank you

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/20/2020	**Origin**	Telephone	**Reason**	
Mileage	61,396 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	OCEANSIDE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	ST CLAIRSVLE		OH	[redacted]	USA
Dealer	45576	DIEHL CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4127221800
Dealer Address	6181 STEUBENVILLE PIKE				
	MC KEES ROCKS		PA	15136 1338	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	H
Subject	Vehicle Concerns				
Synopsis	No diagnosis.				
Customer Anomaly	Gears & Transmission				
	Shifter				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	46	Gear shifter issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/20/2020 07:04 PM	Open
02/20/2020 07:39 PM	Closed

Initial Description

Customer is having several issues with vehicle

Case Comments

Date	Comment
02/20/2020	Customer is calling because they had engine and transmission problems with vehicles two weeks after they purchased it about a year ago. Customer purchased vehicle used from #1 Cochran located in PA. Customer took vehicle in to DLR for repairs they kept it for for 30 days. The DLR stated the pistons and valves were off centered with the engine and they could not do anything for the transmission because Chrysler has a contract with another company and they are having issues with the transmission. Customer then took vehicle to Diehl Chrysler Dodge Jeep about six months ago and SA Andrew advised customer the and the transmission needs to be replaced because it is slipping. Customer was advised by SA at Diehl to contact FCA. Customer stated when putting the vehicle in reverse the vehicle starts to shake. Customer was told by original DLR there is nothing they could do until something major happens. When customer took vehicle to Diehl they also had the lifters replaced and was advised by the SA that they have had several vehicles with the same issues they are having with the transmission. Customer also stated they are having issues with the back up camera, the oil pressure is low, the check engine light came one and the passenger side door is not working properly. the past couple of weeks. Customer stated they are the only one who drives the vehicle and this is the vehicle they use for work/business and is also the only vehicle they own. Agent checked for warranties and reacalls and found there are no recalls and the only warranty remaining is the major emission comp warranty. Vehicle has not been diagnosed by DLR within the past 14 days so customer was advised to call back once the vehicle has been diagnosed. Agent offered to assist customer with scheduling the appointment but customer needed to check their schedule first.

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2014	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	07/19/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/17/2014	**Mileage**	0	**Event**	004	1st Warranty Visit	
Dealer	60072	SAWICKI MOTOR SALES INC				**Dealer Zone**	51
Dealer Address	700 EAST SOUTH STREET					**Dealer Phone(s)**	815 232-5141
City/State/ZIP	FREEPORT, IL, 61032-9679					**Dealer Fax**	815 232-5145

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 06 (Detractor)

004 : Poor MPG / fuel economy / gas mileage

007 : Negative experience / problems with CURRENT vehicle

I still may but not as excitedly. As it's got colder the past week, it's extremely loud within the vehicle (road/tires), we've had our first snow fall & already I can't use front or back window washers to spray. My sliding doors have been getting stuck causing us to have to manually open them most times which gets tricky with a [redacted] & hands full. There's very minimal control on the bit of slick roads we have so far & most disappointing is my mpg is dropping below 17.5. That's absurd!

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 06 (Detractor)

166 : Speakers - additional issues

013 : Excessive Road Noise (from underneath the vehicle)

214 : Sliding Doors - additional issues

028 : Excessive Fuel Consumption

The speakers are not well placed, the middle passenger can never her the radio or movie & the back passengers are blown away. Up front I have have it so loud or lean forward to try to her it better. That also makes communication within the vehicle strenuous. In addition, even if we can't hear the radio or blue tooth/phone so well inside, on the outside of the vehicle it's like a microphone. In addition to my last responses as to less likely to recommend a friend: I still may but not as excitedly. As it's got colder the past week, it's extremely loud within the vehicle (road/tires), we've had our first snow fall & already I can't use front or back window washers to spray. My sliding doors have been getting stuck causing us to have to manually open them most times which gets tricky with a [redacted] & hands full. There's very minimal control on the bit of slick roads we have so far & most disappointing is my mpg is dropping below 17.5. That's absurd!

Q3 Please rate your satisfaction with your experience at SAWICKI MOTOR SALES INC on a scale of 0 to 10.

Score: 06 (Detractor)

042 : Experience: took too long

Our first free check over was to also include oil change & detailing. No detailing at all was done & my husband waited there for close to 1.5 hrs.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-11-18 15:35:33, CUSTOMER ID [redacted] RO [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	08/14/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/12/2015	**Mileage**	0	**Event**	003	1st Service customer pay	
Dealer	68748	PARKWAY DODGE CHRYSLER JEEP			**Dealer Zone**	42
Dealer Address	21560 HALL RD				**Dealer Phone(s)**	586 465-7210
City/State/ZIP	CLINTON TOWNSHIP, MI, 48038-1540				**Dealer Fax**	586 465-3783

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

023 : Alternate transportation

002 : Poor quality

994 : General: positive

007 : Negative experience / problems with CURRENT vehicle

042 : FFV: not repaired

There are some issues with our 2015 T&C that we did not have with our 2005 Grand Caravan. We like the vehicle overall (this was purchased for my wife) but have already had a couple of warranty issues that were not able to be corrected at the dealer yet (one trip that failed to correct the issues so far). The 2015 T&C is our first new Chrysler product we have purchased (our previous 2005 Grand Caravan was purchased used), we have discovered that the warranty coverage is not as good with the brand new purchase as it was with the extended warranty we purchase with our used van. The main issue we have so far with the Chrysler warranty is the lack of a "loaner" for warranty related work. This was covered under our used car warranty. More importantly I have no issues with being given a loaner for warranty work on my 2014 GMC Acadia (or my 2011 Acadia, or my 2008 Envoy etc.). In other words I have a large issue with paying to use a rental car while my van that I am paying for each month is in for work covered by the manufacturers warranty.

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 05 (Detractor)

352 : Seats are uncomfortable

244 : Non-specified door - additional issues

214 : Sliding Doors - additional issues

3 reasons to date, the first two are related to problems we are having with the vehicle. We have taken it into the dealer once to have these corrected and that did not result in either issue being corrected. They are: Rear sliding doors do not always open/close when you press the button in the overhead driver area (i.e. you push the button and nothing happens). The doors also stop sometimes in mid-open/close and then make a clicking noise. We did NOT have this issue with our 2005 Grand Caravan. We took the van to the dealer, they uploaded new "drivers" for the door software and said they were fixed. We picked up the van, drive it to the front of the lot, parked and hit the button, and nothing, pressed it again, nothing, and on the third try the door finally opended. It was at the very end of the day on a Friday or we would have returned to the dealer to have them look at it again, plus we really did not want to pay for a rental for the warranty related work. It has been a couple of weeks since then and we have experienced the issue a few more times. The second issue relates to the front floor heating. The air flow to the floor area is never "good" (again, in comparison to our 2005 van) and although the ari temperature is hot it does not warm your feet since there is not enough air flow and/or the distance is too far etc. Again, the dealer uploaded the new "drivers" for the air box but this had no effect on the issue (failed again). The last issue is with the front deats on the van. The are not nearly as comfortable as the seats in the 2005 van. The are smaller and do not support your legs nearly as well. We also were not thrilled with not having a choice of a fabric for the seats when we bought it (being told leather was the only option). This might be acceptable if they were heated and cooled within the standard vehicle package. But if you are not going to make that a standard feature then you should offer cloth seats.

Q3 Please rate your satisfaction with your experience at PARKWAY DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

042 : Experience: took too long

They 100% failed to correct the issues we have with the sliding doors and the front floor heating. In addition when we went to pick up the vehicle we waiting 15 minutes standing in the garage for the porter to bring it up, after waiting we eventually went out into the lot ourselves, found the vehicle with the keys in it running with the window down. At that point we just got in and left.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2015-03-17 10:11:12, CUSTOMER ID: [redacted], RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	08/13/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/03/2015	**Mileage**	0	**Event**	002	90 Days Ownership	
Dealer	45560	JIM OLSON CHRYSLER DODGE JEEP				**Dealer Zone**	51
Dealer Address	812 GREEN BAY RD					**Dealer Phone(s)**	920 743-6271
City/State/ZIP	STURGEON BAY, WI, 54235-3060					**Dealer Fax**	920 743-2297

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 06 (Detractor)
216 : Rear Side Doors - additional issues
Side doors can only be opened from the outside can not open from the inside '

Q3 Please rate your satisfaction with your experience at JIM OLSON CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 08 (Neutral)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2015-07-06 00:00:01, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	11/27/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/29/2015	**Mileage**	0	**Event**	001	Vehicle sale	
Dealer	26349	GOSSETT MOTOR CARS INC				**Dealer Zone**	63
Dealer Address	1901 COVINGTON PIKE					**Dealer Phone(s)**	901 388-8989
City/State/ZIP	MEMPHIS, TN, 38128-6980					**Dealer Fax**	904 373-2034

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 05 (Detractor)
214 : Sliding Doors - additional issues
Automatic door on driver side broke after two days of use.

Q3 Please rate your satisfaction with your experience at GOSSETT MOTOR CARS INC on a scale of 0 to 10.
Score: 07 (Neutral)

Q4 4. Other C/D/J dealership shopped in person or online. 43380 - LANDERS CHRYSLER DODGE JEEP
008 : Did not have vehicle desired

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2015-07-30 14:29:48, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/22/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/17/2015	**Mileage**	0	**Event**	002	90 Days Ownership	
Dealer	45626	FINDLAY CHRYSLER DODGE JEEP RA				**Dealer Zone**	42
Dealer Address	10305 STATE ROUTE 224 W				**Dealer Phone(s)**	419 423-1715	
City/State/ZIP	FINDLAY, OH, 45840-1933					**Dealer Fax**	419 423-7050

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 01 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

I bought a new car so I would not have to take it to the shop, however 4 days after I purchased my new car it broke down and I had to have it towed. Also the right side back seat passenger door was not opening correctly. Also I do not like the way the engine shifts. Seems a little rough.

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 05 (Detractor)

When I spend all that money for a new car I do not expect any problems.

Q3 Please rate your satisfaction with your experience at FINDLAY CHRYSLER DODGE JEEP RA on a scale of 0 to 10.

Score: 09 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2015-08-23 04:38:55, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYX53	CHRYSLER TOWN & COUNTRY LIMITED	
Built Date	01/08/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/27/2015	**Mileage**	0	**Event**	002	90 Days Ownership	
Dealer	60517	SAN ANTONIO DODGE CHRYSLER JEE				**Dealer Zone**	63
Dealer Address	11910 IH35 N			**Dealer Phone(s)**		210 967-2000	210 967-2030
City/State/ZIP	SAN ANTONIO, TX, 78233-4200					**Dealer Fax**	210 967-2010

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

042 : FFV: not repaired

This is my first Chrysler brand car, and I got a limited version of town and country, which I paid extra for, but it already some problems, like the power sliding door and the passenger door, the passenger side door got fixed, but the power sliding door is still making some noise.

Q2 Please rate your satisfaction with your TOWN & COUNTRY LIMITED on a scale of 0 to 10.

Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at SAN ANTONIO DODGE CHRYSLER JEE on a scale of 0 to 10.

Score: 07 (Neutral)

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2015-09-02 16:39:48, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYS53	CHRYSLER TOWN & COUNTRY LTD PLATINUM	
Built Date	10/01/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/15/2015	**Mileage**	0	**Event**	003	1st Service customer pay	
Dealer	67392	AUTOSERV OF TILTON CHRY-JEEP-D				**Dealer Zone**	32
Dealer Address	40 E MAIN ST					**Dealer Phone(s)**	603 286-3141
City/State/ZIP	TILTON, NH, 03276-5154					**Dealer Fax**	603 286-3582

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 05 (Detractor)
002 : Poor quality
994 : General: positive
038 : FFV: could not duplicate
007 : Negative experience / problems with CURRENT vehicle
Because I am having electronic problems, and the service department couldn't find them. The sliding door gets stuck and did it the afternoon after coming back from Auto Serve, and they could find no issue!!!! We have only had the car less than three months.. brand new!!!!

Q2 Please rate your satisfaction with your TOWN & COUNTRY LTD PLATINUM on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at AUTOSERV OF TILTON CHRY-JEEP-D on a scale of 0 to 10.
Score: 05 (Detractor)
023 : Vehicle not fixed first visit
they didn't fix the door issue, and told me to not use auto windshield wipers.. as they were running with the sun out, and no rain.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2015-09-16 07:13:57, CUSTOMER ID [redacted], RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2014	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	06/11/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/03/2015	**Mileage**	0	**Event**	004	1st Warranty Visit
Dealer	68937	NAPLETON'S NORTH PALM AUTO PAR		**Dealer Zone**	66
Dealer Address	3701 NORTHLAKE BLVD			**Dealer Phone(s)**	561 622-0101
City/State/ZIP	LAKE PARK, FL, 33403-1629			**Dealer Fax**	561 625-4791

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at NAPLETON'S NORTH PALM AUTO PAR on a scale of 0 to 10.
Score: 04 (Detractor)
012 : Vehicle wasn't prepped well
023 : Vehicle not fixed first visit
002 : Unfilled promises / commitments
042 : Experience: took too long
The door would not open. The van was brought in on Wed and finished on Saturday. I picked up the van and went to an event with my clients. Taking some people out to dinner when a woman opens the door for the first time since the repair and the top part of the door slides out of the track and is left hanging on the car. Someone forgot to put the rubber bumper in and I had to drive us home unable to close the door. Attention to detail is very important and in this case you failed miserably. Also they said they would wash the car, but it was returned to us very dirty on the outside of the car. Like you parked it in a sandstorm for the 5 days you had the car.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2015-11-11 05:11:33, CUSTOMER ID [redacted], RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	08/20/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PUV	MOCHA JAVA PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/11/2015	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60411	PEARSON CHRYSLER JEEP DODGE				**Dealer Zone**	35
Dealer Address	8250 W BROAD ST					**Dealer Phone(s)**	804 965-0300
City/State/ZIP	RICHMOND, VA, 23294-4125					**Dealer Fax**	804 527-0829

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 05 (Detractor)
002 : Poor quality
007 : Negative experience / problems with CURRENT vehicle
063 : Contact: need information
042 : FFV: not repaired
021 : Poor purchase/service experience
I find issues with car and its accesories and even the service center is unable to help me resolve them.

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 05 (Detractor)
257 : Door Locks/Keyless Entry - Broken/Not Working
217 : Rear Side Doors - noisy
No Pick Up, have issues with remote key. Side doors make noise as if they are falling apart.

Q3 Please rate your satisfaction with your experience at PEARSON CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 05 (Detractor)
023 : Vehicle not fixed first visit
This is the third time I gave my car for servicing for the same problem and it looked as if the personnel were doing me a favor instead of servcing the issue.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2015-11-19 09:03:10, CUSTOMER ID: [redacted] RO:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	01/05/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/01/2015	**Mileage**	0	**Event**	001	Vehicle sale	
Dealer	66487	JAKE SWEENEY CHRYSLER JEEP DOD				**Dealer Zone**	42
Dealer Address	85 W KEMPER RD			**Dealer Phone(s)**		513 782-1030	513 782-1000
City/State/ZIP	CINCINNATI, OH, 45246-2509					**Dealer Fax**	513 782-1015

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 06 (Detractor)

056 : Vehicle: accessories

002 : Poor quality

013 : Negative dealer comments - general

048 : Payment: negotiating

059 : Vehicle: condition

895 : General: will never service/buy there again

007 : Negative experience / problems with CURRENT vehicle

021 : Poor purchase/service experience

My husband [redacted] and I had a horrible experience at the dealership. The "new" 2015 van we purchased had problems I addressed with Charlie Harper before we closed on the loan. He said the "sliding door" was not working because the "battery wasn't charged." Yet....everything else was working as we drove it for a test drive. He said he'd "take care of it." My husband assumed he did and signed all of the paperwork after our negotiations. Charlie also said "he couldn't find the second set of keys" and would have to order them. Once we found out the driver's remote door was not working my husband called him. He said to bring the van in on Monday morning and they'd give me a rental car and look at it. So after purchasing a new van I found myself waiting for two hours in the service department. I told the service manager I'd need a rental car and he said they'd look at it first and he'd get with Charlie. Long story short I was told that they didn't have the part to fix it and it might take a few days. There was mud in the sliding door which seemed odd for a new vehicle with only 24 miles on it. I was in tears because I had to take my [redacted] to the [redacted] for an [redacted] later that day. I was crying and asked to speak to the dealership manager who told me he was "busy and could I please wait outside for a moment." He attempted to defend Charlie Harper who he said had worked there for 25 years and insinuated that I was either "lying" about letting him know the door didn't work or that Charlie honestly thought it was due to the low battery. I was so upset and crying. The whole process was miserable. I could go on but bottom line is that I felt unappreciated, violated (*Charlie wanted a quick sale) and so much of my valuable time was wasted on fixing a problem that should have been addressed when we pointed that out to the sales man. Someone in service also found the extra set of keys in the trunk of the van. Charlie apparently didn't know where they were. I'm not concerned that I've purchased a vehicle that has many defects. I don't trust this dealership anymore and I will NEVER purchase another Chrysler there. Depending on the integrity of this van, I'm not sure if I will ever purchase a Chrysler again. The sad thing is that I had p

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.

Score: 02 (Detractor)

214 : Sliding Doors - additional issues

030 : Battery Failed

The power sliding door on the passenger side was not working when we looked at the van and told Charlie Harper. He said he would take care of it and that it was most likely caused by the fact that the battery had been dead on the van and they had to "recharge" it. Well after the purchase it still was not working. On Monday (after sitting two hours in the service department) I had to demand that something be done. It was repaired but I honestly do not feel good about this van. The sliding door had "mud" in it and when I asked how that happened the service manager seemed perplexed. Later, we were told that it could have been caused by "muddy shoes" from the dealership. NEW VAN. 24 MILES ON IT. BROKEN POWER SLIDING DOOR WITH MUD IN IT. ????Doesn't make sense. I'm concerned it will break down or something else will go wrong. And I completely have no trust in the sales reps.

Q3 Please rate your satisfaction with your experience at JAKE SWEENEY CHRYSLER JEEP DOD on a scale of 0 to 10.

Score: 02 (Detractor)

002 : Unfilled promises / commitments

Horrible service and experience with Charlie Harper. Felt like he did not appreciate our business and sold us a lemon.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2015-12-02 09:03:46, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, , LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/17/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/04/2016	**Mileage**	0	**Event**	004	1st Warranty Visit	
Dealer	57081	GALEANA'S VAN DYKE DODGE				**Dealer Zone**	42
Dealer Address	28400 VAN DYKE AVENUE					**Dealer Phone(s)**	586 573-4000
City/State/ZIP	WARREN, MI, 48093					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 02 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

042 : FFV: not repaired

I have only had my Grand Caravan for a couple months and have already had to take it in for a repair. Electronic Sliding door is not working. Also the dealer failed to repair three times.

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 02 (Detractor)

Same reason as question #1.

Q3 Please rate your satisfaction with your experience at GALEANA'S VAN DYKE DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

021 : No alternate transportation

I took my car in for service telling your dealership about the issue. They returned the car and said there was not issue. When I went to pick it up I showed the service tech the issue I was talking about (sliding door not working) and was not repaired. Took it back to fix again. Called again said it was fixed. Went to pickup again. Still not working. Showed the service tech again that it still was not working. Now in to be repaired for the third time in a week. Had to deal with this over the Christmas break. And this is a brand new vehicle. Makes me wonder what other issues I will have to deal with through the life of this caravan. I believe I should be compensated in some way for my inconvenience I have had to deal with. Tech's are asking me what I want to do when they should be offering me solutions for my inconvenience. They should be setting me up with loaner cars, going above and beyond because of their failure to fix the problem. None of this has happened.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-01-05 06:19:30, CUSTOMER ID [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYS53	CHRYSLER TOWN & COUNTRY LTD PLATINUM	
Built Date	09/03/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/22/2016	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	57778	NAPLES DODGE CHRYSLER JEEP				**Dealer Zone**	66
Dealer Address	6381 AIRPORT PULLING ROAD					**Dealer Phone(s)**	239 594-2100
City/State/ZIP	NAPLES, FL, 34109					**Dealer Fax**	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 03 (Detractor)

023 : Alternate transportation

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

This vehicle has had issues with the drivers side window,the drivers side rear door,the camshaft. Additionally when the vehicle was towed in I was told that I would have to rent a car until the dealership was able to fix a warranty problem.This lack of concern for the owner of a one year old car was disgusting.

Q2 Please rate your satisfaction with your TOWN & COUNTRY LTD PLATINUM on a scale of 0 to 10.

Score: 05 (Detractor)

013 : Excessive Road Noise (from underneath the vehicle)

Road noise,a rumble on rough roads.

Q3 Please rate your satisfaction with your experience at NAPLES DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

001 : Negative/rude treatment by staff

007 : Price/cost

021 : No alternate transportation

I explained this previously, When paying $458.00 a month lease payment for the top of the line Town and Country, I do not expect to have to rent a car from Enterprise. I expect a loaner provided by either Chrysler Corp or the dealership.I did not receive this courtesy.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-03-02 10:30:15, CUSTOMER ID: [redacted] RO [redacted], CONTACT METHOD:ONLINE, , LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/17/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/26/2016	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60362	SUPERIOR CHRYSLER CENTER, INC.				**Dealer Zone**	74
Dealer Address	1318-20 OGDEN AVENUE					**Dealer Phone(s)**	715 392-8191
City/State/ZIP	SUPERIOR, WI, 54880					**Dealer Fax**	715 392-3067

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 06 (Detractor)
147 : Excessive Wind Noise (from around the vehicle)
214 : Sliding Doors - additional issues
120 : Headrest Adjustment - Broken/Not Working
Wind whistles noisily around the doors. Had to have something in the sliding door replaced less than two months after getting it . . . cost me $50. There was a problem with the locking/unlocking system from the time I got it. A back head rest was broken when it was sold to me and I had to go through the hassle of taking the vehicle in, using a loaner, etc.

Q3 Please rate your satisfaction with your experience at SUPERIOR CHRYSLER CENTER, INC. on a scale of 0 to 10.
Score: 07 (Neutral)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-07-27 14:57:13, CUSTOMER ID: [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	01/13/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/03/2016	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45327	ORR CHRYSLER DODGE JEEP				**Dealer Zone**	63
Dealer Address	900 TRUMAN BAKER DR					**Dealer Phone(s)**	501 279-3311
City/State/ZIP	SEARCY, AR, 72143-8339					**Dealer Fax**	501 279-3336

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

Ever since I bought my van it's been nothing but a headache and I absolutely hate it!!!!!! It's air conditioner has been tore up twice. The road noise is awful and the passenger side sliding doors make terrible noise!!

Q3 Please rate your satisfaction with your experience at ORR CHRYSLER DODGE JEEP on a scale of 0 to 10.

Score: 04 (Detractor)

024 : Parts not in stock

042 : Experience: took too long

The air was at least somewhat working in the front part of my van but after the service department looked at and ordered the parts it's been worse. Still waiting on parts 4 days later and the temps are in the high 90's

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-08-04 02:44:23, CUSTOMER ID [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2014	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	06/20/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/25/2016	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	44373	PERFORMANCE CHRYSLER JEEP DODG				**Dealer Zone**	74
Dealer Address	6601 TELLURIDE DRIVE					**Dealer Phone(s)**	402 477-3777
City/State/ZIP	LINCOLN, NE, 68521					**Dealer Fax**	402 477-4989

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 03 (Detractor)
023 : Abnormal Engine Noises
244 : Non-specified door - additional issues
147 : Excessive Wind Noise (from around the vehicle)
027 : Check Engine Light Indicated Problem
215 : Sliding Doors - noisy
We have had alot of issues with it, such as the windshield noise, the check engine light and now the sliding doors making noise. Also on each of these issues it has taken Baxter many times to try to correct the problems. We have had to make numerous trips back and forth for them to work on it. We are still having issues with the doors and it is almost out of warranty.

Q3 Please rate your satisfaction with your experience at PERFORMANCE CHRYSLER JEEP DODG on a scale of 0 to 10.
Score: 02 (Detractor)
012 : Vehicle wasn't prepped well
994 : I'm satisfied
042 : Experience: took too long
As I just explained in the last question, it takes a long time for them to get the problem fixed. I also feel they are sloppy, grease on the car and not cleaned up. I do want to say that Chris W. and Mike M. have been wonderful and very understanding in the situation. I guess the problem is in the tech dept.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-08-29 10:26:29, CUSTOMER ID[redacted]RO[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2015	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	12/02/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/25/2016	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	44198	GREENBRIER DODGE OF CHESAPEAKE				**Dealer Zone**	35
Dealer Address	1717 S MILITARY HWY					**Dealer Phone(s)**	757 420-2800
City/State/ZIP	CHESAPEAKE, VA, 23320-2611					**Dealer Fax**	757 420-6921

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 05 (Detractor)

013 : Negative dealer comments - general

Wasn't happy with my visit.

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 05 (Detractor)

355 : Engine - additional issues

216 : Rear Side Doors - additional issues

It's very sluggish when you try to eccellerate & it's no longer quiet inside when I drive. It sounds like a window is open. My back passenger door sometimes doesn't open when u try to open it.

Q3 Please rate your satisfaction with your experience at GREENBRIER DODGE OF CHESAPEAKE on a scale of 0 to 10.

Score: 01 (Detractor)

023 : Vehicle not fixed first visit

994 : I'm satisfied

007 : Price/cost

I was given a different price for the air filter at the beginning from when I paid for it. I told them about the back passenger door not opening & I don't think they looked at it. My car still feels the same. Makes me wonder whether they really liked at it or they just say they did. It's hard for me to bring it on weekdays. You don't service cars on weekends.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-09-03 17:18:06, CUSTOMER ID [redacted] RO:[redacted] CONTACT METHOD:ONLINE, , LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	08/13/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/17/2016	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	41356	K & M NORTHFIELD DGE INC				**Dealer Zone**	42
Dealer Address	4100 PLAINFIELD AVE NE			**Dealer Phone(s)**		616 363-1540	616 363-9011
City/State/ZIP	GRAND RAPIDS, MI, 49525-1682					**Dealer Fax**	616 363-0261

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 05 (Detractor)
214 : Sliding Doors - additional issues
I traded in a 10 year old model for a new version. This one isn't nearly as nice. The sliding door has broken nearly a dozen times in the first 2 years.

Q3 Please rate your satisfaction with your experience at K & M NORTHFIELD DGE INC on a scale of 0 to 10.
Score: 07 (Neutral)
023 : Vehicle not fixed first visit
The door still doesn't function properly.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-10-17 00:00:00, CUSTOMER ID: [redacted], RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	01/27/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/20/2016	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	68960	WESTGATE CHRYSLER JEEP DODGE I				**Dealer Zone**	42
Dealer Address	2695 EAST MAIN STREET					**Dealer Phone(s)**	317 839-6554
City/State/ZIP	PLAINFIELD, IN, 46168					**Dealer Fax**	317 837-7918

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 07 (Neutral)
245 : Non-specified door - noisy
On a long trip of 2oo miles or more, it makes a faint humming noise, kind of like a door ajar warning, but there is no door or other warning. The noise will sometimes stop, and starts again later. I asked a service tech about it and he said he wasn't familiar with the problem, and said that it would be difficult to track down.

Q3 Please rate your satisfaction with your experience at WESTGATE CHRYSLER JEEP DODGE I on a scale of 0 to 10.
Score: 09 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-10-24 00:00:00, CUSTOMER ID [redacted], R[redacted]ONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2014	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	07/09/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/25/2016	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	43325	FIVE STAR DODGE-CHRY-JEEP				**Dealer Zone**	66
Dealer Address	3068 RIVERSIDE DRIVE					**Dealer Phone(s)**	478 474-3700
City/State/ZIP	MACON, GA, 31210-2597					**Dealer Fax**	478 474-2014

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.
Score: 00 (Detractor)
367 : Transmission - Broken/Not Working
028 : Excessive Fuel Consumption
215 : Sliding Doors - noisy
129 : Abnormal Transmission Noises
Case #[redacted]/IN:[redacted] Email to 5 Star (survey) Friday, November 06, 2015 12:37 AM Let's start from the beginning... The first time I brought my vehicle to dodge was obtain some touch up paint and to find out how many speakers my minivan has. The parts guy was helpful but could not give me an answer. He did order the paint for me. So I had to call Crutchfield to find the answer. That in itself was disturbing. The second time was to correct a jerking motion when the vehicle hits second gear and to fix a noise emitting from the right side sliding door. The rep that sits to the left of Shannon was who I was dealing with at the time. He informed me my vehicle needed software update which was free. I left my vehicle and was told I can pick it up a few hours later. He stated he would call when it was ready. That didn't happen. Also no loaner, but I was ok with this. So I showed up a few hours before closing to retrieve my van and I was told all was good. I drove off and to my surprise the jerking motion was worse than before. And the noise was still there as well. I returned a few days later and explained to the same person that my vehicle is not correct. He stated it was nothing we (Dodge) did. Now I feel insulted... so I had to explain to him that the error is due to the software upgrade (which was confirmed later) and needs to be corrected. And the noise is still there. Leave my van...no loaner. Disturbed by the individual's poor customer service skills, I wrote to corporate to voice my concerns/frustrations/displeasures. Within a few hours I get call from the regional manager who happened to be in the area and we talk. He apologized and assured me all deficiencies would be corrected. No loaner... Also spoke with the maintenance supervisor about the noise and the jerking motion. He gave a detailed explanation which indicated he was well versed in his craft. Software issued was corrected and the noise for a time was as well. Few days later the noise was back. So now I'm back at the dealership for the same problem. I get a loaner... All seems well for a few weeks and then the noise returns. This time I isolated the problem. It was pronounced when it rained. Around this time I was dealing with Shannon who is very nice and knowledgeable. Dropped my van off, got another l

Q3 Please rate your satisfaction with your experience at FIVE STAR DODGE-CHRY-JEEP on a scale of 0 to 10.
Score: 00 (Detractor)
040 : FFV: dealer created new problem
051 : Experience: not answer
052 : Experience: not respond
020 : Inconvenient service hours
042 : Experience: took too long
021 : No alternate transportation
032 : Appointment: general
023 : Vehicle not fixed first visit
002 : Unfilled promises / commitments
058 : General: negative
994 : I'm satisfied
005 : Lack of communication
007 : Price/cost
009 : Didn't explain features / poor knowledge of product
continued... 5 Star Dodge Warner Robins Advertisement: Welcome to Five Star Service! The Five Star Service Team employs some of the finest technicians in Macon, Warner Robins, Albany and Atlanta Georgia, Florence South Carolina and Lenoir City, Tennessee. Our Service Departments Offer: State of the Art Facilities Factory trained and certified technicians Knowledgeable and friendly service personnel Competitively priced maintenance and repairs Saturday Service Genuine factory parts and accessories How upset would you be returning to the Same Hospital to have a surgeon operate on you for the Same Existing Condition 4 Times??? Adding insult to injury each time telling you Youre Cured! So now my question is what is it specifically about me that this establishment has collectively decided to bless me with such a low level of customer service? Is it because I'm an [redacted] and not [redacted].is that it??? Now from my perspective someone who oversees the day to day operation should be able to communicate to me with equal enthusiasm why I have been singled out to receive such poor customer service. After 8 visits it appears that this is standard practice. Every time I send out an email to voice my dissatisfaction, I receive a phone call. Very polite the person is, but in the end all I've received is a collection of words carefully place together to form sentences. Manipulation of the English language has not helped me thus far. Also before I forget, Mr. Mullis who forgot or

ignored me to call that my part for my seat was available also seems incapable of relaying a message. Not sure how much training you need to be fully successful in this particular task, but his poor customer service skills lead me to believe he harbors a deep disdain for me... 5 Star Dodge Warner Robins has failed me. I will end this with the same very simple and direct question I asked previously... Where can I go to get good customer service??? Email to customer service 17 Aug 2016 Good morning, I picked up my van late yesterday evening and was informed that the problem has Been corrected. the head mechani

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-10-25 00:00:00, CUSTOMER ID: [redacted], RO [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2014	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	07/25/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/07/2016	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	23592	KEN NELSON AUTO PLAZA				**Dealer Zone**	51
Dealer Address	1000 NORTH GALENA AVENUE					**Dealer Phone(s)**	815 288-4455
City/State/ZIP	DIXON, IL, 61021					**Dealer Fax**	815 288-7232

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at KEN NELSON AUTO PLAZA on a scale of 0 to 10.
Score: 00 (Detractor)
042 : Experience: took too long
The van was there on Thursday, November 3rd to replace the lock motor on the passenger side sliding door. When I got home that night the door would release but would not slide back on its own. Did not do this before they worked on it. Called Thursday afternoon to tell them this. The van went back into their shop on Friday, November 4th to fix that. Did not get the van back by the time I told them I needed it - got it back an hour late. Now this weekend I discovered that now the window on that same door will not go down when you push the button. Again was working fine before they worked on it.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-11-07 00:00:00, CUSTOMER ID [redacted], RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	08/18/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/21/2016	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	67775	CRYSTAL LAKE CHRYSLER-JEEP-DOD				**Dealer Zone**	51
Dealer Address	5404 S.STATE ROUTE 31					**Dealer Phone(s)**	815 459-9000
City/State/ZIP	CRYSTAL LAKE, IL, 60012					**Dealer Fax**	815 459-8237

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 06 (Detractor)

214 : Sliding Doors - additional issues

028 : Excessive Fuel Consumption

Gas Mileage is absolutely terrible even in economy mode. The back row seats are really hard to get up and down. Side sliding door has already broken, barely 2 years old

Q3 Please rate your satisfaction with your experience at CRYSTAL LAKE CHRYSLER-JEEP-DOD on a scale of 0 to 10.

Score: 03 (Detractor)

024 : Parts not in stock

994 : I'm satisfied

042 : Experience: took too long

021 : No alternate transportation

032 : Appointment: general

Had I wanted a loaner car for An oil change and tire rotation, I would have had to wait for 2 weeks. I decided not to get a loaner, my mother had to pick myself [redacted] I dropped the van off the night before and The oil change took ALL day. I got a pick up call after 5pm the next day. I told them there was something wrong with the door. Didn't sound right to me. They confirmed I was correct but they needed to order parts. The service team caller the very next morning telling me the parts where in and I had to schedule another appointment. This service was preformed today. I was told it would take an hour. After waiting 40 minutes they put me in a loaner. Service took ALL DAY again. I had to call to find out when my car would be ready. Left 2 messages. Got a call at 4:45pm to come

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-11-28 00:00:00, CUSTOMER ID [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/10/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/09/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60388	PERFORMANCE CHRYSLER JEEP DODG				**Dealer Zone**	42
Dealer Address	1130 AUTO MALL DRIVE					**Dealer Phone(s)**	614 272-0000
City/State/ZIP	COLUMBUS, OH, 43228					**Dealer Fax**	614 272-5430

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 09 (Promoter)
Van is nice, nice features. works well for my wife and for the kids.

Q3 Please rate your satisfaction with your experience at PERFORMANCE CHRYSLER JEEP DODG on a scale of 0 to 10.
Score: 02 (Detractor)
001 : Negative/rude treatment by staff
005 : Lack of communication
042 : Experience: took too long
053 : Experience: not update or inform
Oil change was fine, but the extra service of looking into an issue w/ the lock actuator on the passenger sliding door was much to be desired. My wife sat there with my [redacted] with NO UPDATES whatsoever for 2.5 hours. this was very rude and not acceptable. I completely understand that time is needed for investigation but Communication is key. I don't understand why they totally ignored her and my daughter sitting in their waiting room and I had to call them to get a response out of them as to an update on the service.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-05-10 12:48:59, CUSTOMER ID [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	09/05/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/09/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	61116	BALES MOTOR CO INC				**Dealer Zone**	42
Dealer Address	630 BROADWAY					**Dealer Phone(s)**	812 282-4356
City/State/ZIP	JEFFERSONVILLE, IN, 47130-3697					**Dealer Fax**	812 280-6172

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 05 (Detractor)
176 : Navigation System - Broken/Not Working
I keep having little problems with the van. The navigation hasn't worked correctly since we picked up the van. I have tried to rectify this problem many times in the past, but the problem wasn't present when I brought the van in. Same is true with the passenger sliding door lock actuator.

Q3 Please rate your satisfaction with your experience at BALES MOTOR CO INC on a scale of 0 to 10.
Score: 05 (Detractor)
023 : Vehicle not fixed first visit
I was told I had to pay for the trim that was broken by the dealership because it wasn't covered under my extended warranty. However, if they could have diagnosed the problem before 36,000 miles it would have been covered. This was a problem before 36,000 miles but was intermittent and undiagnosed at that time.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-05-17 15:30:27, CUSTOMER ID: [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	08/18/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/18/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	67775	CRYSTAL LAKE CHRYSLER-JEEP-DOD				**Dealer Zone**	51
Dealer Address	5404 S.STATE ROUTE 31					**Dealer Phone(s)**	815 459-9000
City/State/ZIP	CRYSTAL LAKE, IL, 60012					**Dealer Fax**	815 459-8237

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 07 (Neutral)

214 : Sliding Doors - additional issues

028 : Excessive Fuel Consumption

351 : Seat does not go back or forward enough

Gas mileage is awful even on economy mode. The sliding doors keep breaking. The leg room to the third row is really small. Can only attach one car seat in the third row

Q3 Please rate your satisfaction with your experience at CRYSTAL LAKE CHRYSLER-JEEP-DOD on a scale of 0 to 10.

Score: 06 (Detractor)

012 : Vehicle wasn't prepped well

023 : Vehicle not fixed first visit

002 : Unfilled promises / commitments

No one talks to me. I expressed my concerns about my sliding doors and no one said a word. Doors caused a LOT of problems again in the rain this weekend. My car was spotless when I brought it over and your team still ran it through the car wash which left it spotty. Last time they didn't have time, so I took the time myself to clean and towel dry it. Left the seat and floor mat garbage in the car.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-05-21 17:08:50, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	11/05/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/07/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45222	GANDRUD DODGE CHRYSLER JEEP				**Dealer Zone**	51
Dealer Address	2300 AUTO PLAZA WAY					**Dealer Phone(s)**	920 468-1212
City/State/ZIP	GREEN BAY, WI, 54302-3704					**Dealer Fax**	920 468-3320

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 07 (Neutral)
Because I had to bring the van in twice for warranty work

Q3 Please rate your satisfaction with your experience at GANDRUD DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 02 (Detractor)
I went in for the passenger sliding door lock to be fixed, know the door doesn't open from the inside.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-07-08 20:28:04, CUSTOMER ID: [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYS53	CHRYSLER TOWN & COUNTRY LTD PLATINUM	
Built Date	12/15/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/10/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	66487	JAKE SWEENEY CHRYSLER JEEP DOD				**Dealer Zone**	42
Dealer Address	85 W KEMPER RD			**Dealer Phone(s)**		513 782-1030	513 782-1000
City/State/ZIP	CINCINNATI, OH, 45246-2509					**Dealer Fax**	513 782-1015

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY LTD PLATINUM on a scale of 0 to 10.
Score: 05 (Detractor)
187 : Foot Pedals - Broken/Not Working
377 : Safety/Legal
214 : Sliding Doors - additional issues
Interior design placement of many controls, Gas pedal-brake pedal height difference safety issue, sound system, second row seat storage system clearance, placement of spare tire, sliding door noise issue.

Q3 Please rate your satisfaction with your experience at JAKE SWEENEY CHRYSLER JEEP DOD on a scale of 0 to 10.
Score: 10 (Promoter)
Fast efficient service.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-07-11 07:37:11, CUSTOMER ID: [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	08/18/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/18/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60439	ST. CHARLES CHRYSLER DODGE JEE				**Dealer Zone**	51
Dealer Address	1611 E MAIN ST					**Dealer Phone(s)**	630 513-5353
City/State/ZIP	ST CHARLES, IL, 60174-2343					**Dealer Fax**	630 513-1188

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at ST. CHARLES CHRYSLER DODGE JEE on a scale of 0 to 10.
Score: 06 (Detractor)
I don't feel like the technician took my complaint about the rear passenger door lock malfunction seriously.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-09-18 21:31:06, CUSTOMER ID: [redacted] RO: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	01/17/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/07/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45449	JACK PHELAN DODGE OF COUNTRYSI				**Dealer Zone**	51
Dealer Address	5859 S LA GRANGE RD					**Dealer Phone(s)**	708 484-1200
City/State/ZIP	COUNTRYSIDE, IL, 60525-4065					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 06 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
001 : Built-in Rear-Seat Video System - Broken/Not Working
036 : Tire Pressure Monitor System - Indicators Difficult to Understand/Use or in a Poor Location
800 :
021 : Engine Stumbles
Transmission problems (that were not fixed during the 1 week it was at the dealership), sliding door on driver's side was fixed for a few weeks but is now not working again, and bumpy ride and rattling noises in the back that we were told his "normal".

Q3 Please rate your satisfaction with your experience at JACK PHELAN DODGE OF COUNTRYSI on a scale of 0 to 10.
Score: 05 (Detractor)
110 :
The employee I dealt with was new, I couldn't get any information from him, and I was not called when I was told I would be called. However, he no longer works there. He left within 1 week of being hired.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-11-12 08:58:08, CUSTOMER ID [redacted], RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	08/22/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/11/2017	**Mileage**	0	**Event**	008 Second+ Customer Pay Event
Dealer	60493	BARBERA'S AUTOLAND		**Dealer Zone**	35
Dealer Address	7810 ROOSEVELT BLVD.	**Dealer Phone(s)**		215 333-3700	
City/State/ZIP	PHILADELPHIA, PA, 19152-3805			**Dealer Fax**	215 333-1978

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 01 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 02 (Detractor)
001 : Built-in Rear-Seat Video System - Broken/Not Working
200 : Suspension - Broken/Not Working
025 : Excessive Oil Consumption
036 : Tire Pressure Monitor System - Indicators Difficult to Understand/Use or in a Poor Location
015 : Excessive Brake Dust
018 : Engine Turns Over/Cranks Too Long Before Starting
800 :
We've had this for 3 years now (16,900 miles) and I'm concerned over the quality of workmanship during the building based on the repairs we've had done so far. 2 key fobs gone bad, trans software failing, side door lock actuator, break rotors out of round, its noisy on the road when being passed, some of the molding appears defective. Just a lot of little things adding up that I feel should not be failing.

Q3 Please rate your satisfaction with your experience at BARBERA'S AUTOLAND on a scale of 0 to 10.
Score: 05 (Detractor)
200 :
500 :
800 :
Again, I feel that the quality of the products used are not up to standards. 2 key fobs gone bad within months of each other , 1 in warranty by 1 day and the other not. Its not their fault but there needs to be some leeway.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-12-11 21:32:39, CUSTOMER ID: [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	11/12/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/17/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	68678	WARRENSBURG CHRYSLER DODGE JEE				**Dealer Zone**	74
Dealer Address	329 E YOUNG ST.					**Dealer Phone(s)**	660 747-5175
City/State/ZIP	WARRENSBURG, MO, 64093					**Dealer Fax**	660 429-1266

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 06 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
003 : Built-in Voice Recognition Frequently Doesn't Recognize/Misinterprets Commands
025 : Excessive Oil Consumption
500 :
800 :
We have had 2 problems with the vehicle and we have only owned it for 3 months. One of the issues was the passenger sliding door wouldn't lock, this what we got fixed. Now we realized that the back wiper fluid didn't work because the pump was bad so we have to get that fixed. I am glad we bought the bumper to bumper warranty.

Q3 Please rate your satisfaction with your experience at WARRENSBURG CHRYSLER DODGE JEE on a scale of 0 to 10.
Score: 07 (Neutral)
700 :
No problems

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-01-17 19:52:33, CUSTOMER ID [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	11/28/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/08/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45662	JOE MACHENS CHRYSLER DODGE JEE				**Dealer Zone**	51
Dealer Address	1310 VANDIVER DR.			**Dealer Phone(s)**		573 443-0481	573 474-9500
City/State/ZIP	COLUMBIA, MO, 65202-1925					**Dealer Fax**	573 474-3005

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 07 (Neutral)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise
210 : Fuel tank - Broken/Not Working
101 : Sun Visor/Mirror - Broken/Damaged
500 :
We are only a few months past warranty and now looking at $600 to repair locking mechanism to sliding door. They charged us $95 just to run a diagnostic. We had a Subaru that we had one dealership treat us that way. Then we moved and the dealership bent over backwards to get our car repaired correctly. If we could only trust the dealerships to offer the best advice, without thinking of profits.

Q3 Please rate your satisfaction with your experience at JOE MACHENS CHRYSLER DODGE JEE on a scale of 0 to 10.
Score: 03 (Detractor)
210 :
200 :
I feel they could have done more to have Chrysler cover a problem that I believe is more than just one door.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-06-11 20:59:16, CUSTOMER ID: [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	12/10/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/18/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60296	DARCARS CHRYSLER JEEP OF ROCKV				**Dealer Zone**	35
Dealer Address	755 ROCKVILLE PIKE					**Dealer Phone(s)**	301 424-1700
City/State/ZIP	ROCKVILLE, MD, 20852-1136					**Dealer Fax**	301 424-1714

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 05 (Detractor)
025 : Excessive Oil Consumption
500 :
800 :
I just paid more than $1,000 to have my right side sliding door lock replaced - on a car with only 28K miles!

Q3 Please rate your satisfaction with your experience at DARCARS CHRYSLER JEEP OF ROCKV on a scale of 0 to 10.
Score: 00 (Detractor)
500 :
Having to pay more than $1,000 to replace a lock on a door of a fairly new car is outrageous!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-19 08:11:07, CUSTOMER ID: [redacted] RO: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	10/16/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/06/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	67031	WALSER CHRYSLER JEEP DODGE				**Dealer Zone**	74
Dealer Address	314 MAIN STREET					**Dealer Phone(s)**	952 935-2400
City/State/ZIP	HOPKINS, MN, 55343					**Dealer Fax**	952 935-5846

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 08 (Neutral)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
025 : Excessive Oil Consumption
800 :
The vehicle rides nice. Have had a few issues. Major one right now it the passenger side sliding door electric lock mechanism has stopped working.

Q3 Please rate your satisfaction with your experience at WALSER CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)
100 :
101 :
130 :
My service advisor was extremely knowledgeable and thorough. Complete trust in her.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-12-10 10:18:39, CUSTOMER ID[redacted], RO[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYT53	CHRYSLER TOWN & COUNTRY S	
Built Date	09/09/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/14/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	67962	POTAMKIN'S PLANET DODGE CHRYSL				**Dealer Zone**	66
Dealer Address	9975 N W 12TH STREET					**Dealer Phone(s)**	305 470-8000
City/State/ZIP	MIAMI, FL, 33172					**Dealer Fax**	786 336-1605

Q2 Please rate your satisfaction with your TOWN & COUNTRY S on a scale of 0 to 10.

Score: 04 (Detractor)

002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location

035 : Tire Pressure Monitor System - Broken/Not Working

003 : Built-in Voice Recognition Frequently Doesn't Recognize/Misinterprets Commands

025 : Excessive Oil Consumption

015 : Excessive Brake Dust

005 : Vehicle Pulls Excessively

800 :

020 : Engine Idling Problem

021 : Engine Stumbles

032 : Rear Window Wiper/Washer - Broken/Not Working

Always had problems. A/C issues many issues), sreering suspension issue, wind shield wiper issues, broken seat issue, back up camera issue, oil cooler issue, door window weather strip needed replacement, no spare tire (which I didn't even report b/c didn't notice until I needed it 4 weeks ago).side door wouldn't open correctly. This should all be in my records in the sustem.

Q3 Please rate your satisfaction with your experience at POTAMKIN'S PLANET DODGE CHRYSL on a scale of 0 to 10.

Score: 10 (Promoter)

100 :

Ismael was amazing! He was extremely helpful and courteous. He went above and beyond.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-02-14 20:20:31, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYT53	CHRYSLER TOWN & COUNTRY S	
Built Date	08/26/2014	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/13/2019	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	67643	JEFF WYLER CHRYSLER JEEP DODGE				**Dealer Zone**	42
Dealer Address	1117 STATE ROUTE 32					**Dealer Phone(s)**	513 752-4561
City/State/ZIP	BATAVIA, OH, 45103-0327					**Dealer Fax**	513 753-2287

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY S on a scale of 0 to 10.

Score: 10 (Promoter)

210 : Fuel tank - Broken/Not Working

037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working

800 :

This is my 2nd TC, 1st was an 2008 (Swivel and Go), my 2015 is the S. I like the design, styling and function, sure its a van but when purchasing my 2015, I also looked at the 2015 Honda Odyssey which did not feel as spacious nor did it have the same amenities i.e. dual row screens. I was sad to see to the TC line come to an end - sorry not a fan of the Pacifica...

Q3 Please rate your satisfaction with your experience at JEFF WYLER CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

110 :

121 :

100 :

101 :

400 :

800 :

I was in NEED, the drivers window fell off track into the door. We are going out of town in days... I was nervous when I was 1st told it would be a week before we could get it to be looked at. The gentleman (Dylan I believe?) on the phone was able to find me an opening for the next day, which I dropped the van off that night, all this on a Monday late afternoon by the way. Dylan informed when I brought it in I would be seeing Mike Browne. Mike took care of me and my FAMILY, as I mentioned we would be leaving in the matter of days. I informed Mike to the issue with the window and that the passenger rear slider door lock was faulty although not as pressing as the window. Mike assured they would look at it first thing and call me around lunch to let me know what the plan was... Not going to lie, I was planning on it being a few days having to order parts or the similar. It was 12:30p the next day (Tuesday) Mike had called me as promised, not to tell me what the plan is, but to tell me the window was fixed AND they fixed the rear slider door lock too!!! What a relief!!! I was happy, wife was happy - even the kids were happy.. I'm guessing parts were available or close, I don't know but that seems out of the norm for most places, nothing is on the shelf. Again truly thankful to Mike and the staff!!!

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-03-14 20:42:12, CUSTOMER ID: [redacted], RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00