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

[redacted]

Subject	Stalling				
Synopsis	customer traded vehicle				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/12/2019 08:15 PM	Open
10/24/2019 03:48 PM	Closed

Initial Description

customer calling about stalling

[redacted]

rider its
own power? YES ***********END OF EMAIL TO SHIPPER***********

M

Dear Eric,

Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. As I told you, you can reach out to me using my contact information below if you have any questions.

PM

Eric Tauri,

Hello, I am Tiffany, your FCA Coordinator. You can send me a copy of your loaner vehicle documents for possible compensation to this email.

Thank you,

Sent Date/Time	09/10/2019 21:14 PM

Hello Tiffany,

Attached you will find my receipt for out-of-pocket expenses for the rental car I had while my car was being serviced and transported to me.

Also - Can you confirm the spelling of my name? You have it misspelled in your email to me. It should be Erik with a "K".

Sent Date/Time	09/26/2019 16:45 PM

[redacted]

Gmail [redacted]

ENTERPRISE Rental Agreement 6PJRFT

1 message

DoNotReply@erac.com <DoNotReply@erac.com> Sun, Sep 8, 2019 at 11:20 AM
[redacted]

enterprise

[redacted]

[redacted]

Dates & Times	Location

[redacted]

Vehicle

Make/Model: DODG/GCAR
Color: GRAY MED
Mileage: 2269
[redacted]

[redacted]

Vehicle #: [redacted]

Charges	Price/Unit	Total
TIME & DISTANCE 08/30 - 09/08	9.0 @ $30.23/DAY	$272.05
MISCELLANEOUS CHARGE	1.0 @ $150.00/RENTAL	$150.00
GOVERNMENT SERVICES FEE	10.0000%	$27.20
VEHICLE LICENSE COST	9.0 @ $1.75/DAY	$15.75
	Less Bill To - CHAPMAN CHRYSLER JEEP - 542M:	**$735.00**
	Total Charges:	**$465.00**
	Charge To:	[redacted]

2019-09-08 11:20:11

[redacted]

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Subject	RENTAL REIMBURSEMENT				
Synopsis	reimbursement has been processed				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
08/28/2019 12:12 PM	Open
09/03/2019 08:03 PM	Suspended
09/09/2019 04:08 AM	Open
10/24/2019 03:37 PM	Closed

Initial Description

Buyback

Comments

Date	Comment

Date	Comment
[redacted]	[redacted]
10/24/2019	CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date	08/28/2019	Subject	CASE 59747692 [ref:_00Dj01qsDF._5003Zuo8AZ:ref]
[redacted]			

[redacted]		Sent Date/Time	08/29/2019 18:47 PM

Melanie,

I want to thank you for your time last night and want to emphasize again that my wife or I will never drive this car again as it is unsafe for my family as per our incident yesterday.

I just spoke with Canandaigua Dodge and the earliest they can look at my vehicle is 9/9/19.

The car will sit in my driveway until then as it is unsafe to drive and I will have to rent a similar vehicle until then.

If fact if you could set up a tow on 9/9/19 to send it to the Canandaigua dealer that would be great. I or my wife will not drive an unsafe vehicle and she is still very disturbed and anxious about the experience.

Do you want to set up the rental or I can do it and how would I be reimbursed?

Sincerely,

[redacted]

[redacted]		Sent Date/Time	08/30/2019 14:34 PM

Good morning [redacted]

Thank you again for confirming your appointment details.
Your new Case Manager will reach out to you prior to your appointment.

[redacted]

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

[redacted]

[redacted]	[redacted]	[redacted]	[redacted]	***Sent Date/Time***	09/03/2019 20:32 PM

[redacted]

[redacted]		[redacted]			
[redacted]		[redacted]		*Sent Date/Time*	09/04/2019 21:32 PM

I have not heard from anyone yet regarding the replacement of this unsafe vehicle. I have also waited almost a week for someone to set up a rental car with no result. Therefore I have set up a reservation at AMS to be picked up today. I will need to be reimbursed for this, where do I send the invoice?

Again, the unsafe hybrid is still sitting in my driveway and will not be driven.

I am disappointed in the communication and response regarding this new vehicle. My customer experience with Chrysler has previously been very positive. However, by putting my family in danger and the giant lack of communication and every department passing the buck this experience has been absolutely traumatic, painful and dissatisfied.

Sincerely,

[redacted]

[redacted]

[redacted] /Time 09/09/2019 12:21 PM

[redacted]

[redacted]

[redacted]

Sent Date/Time	09/10/2019 17:20 PM

[redacted]

[redacted]

[redacted]

[redacted]

/Time	09/27/2019 15:20 PM

[redacted]

[redacted]

[redacted]

Sent Date/Time	10/02/2019 00:00 AM

[redacted]

[redacted]

[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

[redacted]

[redacted]	[redacted]	[redacted] ef]	
[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	10/17/2019 11:27 AM

[redacted]

[redacted]

[redacted]

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Discounts Applied	$25.00
[redacted]	$25.00
[redacted]	
Fees & Taxes	$160.00
11.11% Concession Recovery Fee	$53.33
Sales Tax 20.000%	$106.67

Payment Information

Split Payment YES

[redacted]	$1.00
	$639.00

Split Payment Options

Rate Terms

These rate terms apply for this specific rental.

If for any reason you change your rental parameters (pick up dates, times, etc.), those changes must follow these terms or your rate will also change.

Your rate was calculated based on the information provided. Some modifications may change this rate.

Estimated Total	$640.00

Dodge Grand Caravan

[redacted]

A/C, Automatic, 16-21 mpg

4 7 2/2

[redacted]

ADD RENTAL EXTRAS | MODIFY RETURN | RENTAL SUMMARY

Rental Agreement Number [redacted]

[redacted]

Your Vehicle

Dodge Grand Caravan

MVA Number [redacted]
License Plate Number
Fuel Level At Pick Up

Base Rate	$480.00
Number of Days	6
Mileage	UNLIMITED

Location

Modify

Pick-Up

Mon, Sep 02, 1:45 PM

Directions

Greater Rochester Intl Airport, ROC
1200 Brooks Avenue, NY, 14624, US
585-328-6600

[redacted]

Looks Good. Anything else?

Confirm to complete modifications or make additional changes below.

Return Location
Greater Rochester Intl Airport, ROC

Return Date
Sep 13, 2019

Return Time
1:00 PM

Total Additional Charges +$462.22

New Estimated Total (Incl. taxes and fees) $1,102.22

Split Payment YES

Your Cards

[redacted]

Amount on **********7511	Amount on **********4668
$1.00	$1,101.22

Looks Good. Anything else?

Confirm to complete modifications or make additional changes below.

Return Location
Greater Rochester Intl Airport, ROC

Return Date
Sep 12, 2019

Return Time
1:00 PM

Total Additional Charges -$112.22
New Estimated Total (Incl. taxes and fees) $990.00

Split Payment YES

Your Cards

[redacted]

Amount on **********7511	Amount on **********4668
$1.00	$989.00

Confirm

[redacted]

YOUR VEHICLE CHARGES:

MIN 99 HRS.IF NOT MET DLY RT= 146.25MAX 28 DAY

RATE CHART TIME AND MILEAGE

MIs : Unlimited

HRLY : 73.14

RD DY: 84.17 3DY@ 84.17= 252.51

PER : 585.00 1@@ 585.00= 585.00

Adjustments DO - 25.00

Time & Mileage: 732.51

TAXABLE FEES

EXTENSION FEE 10.00 + 10.00

11.11% Concession Recovery Fee + 82.49

Subtotal Charges: 825.00

Sales Tax 20.000% + 165.00

NON TAXABLE ITEMS

Your Total Charges Paid: 990.00

Prepayment : .00

NET CHARGES: USD 990.00

Your Total Due: 0.00

Fuel service: .587G/MI 9.990/Gal

YOUR OPTIONAL PRODUCTS/SERVICES

Amount Paid on Card1	MASTER	XX4668	1.00
Amount Paid on Card2	MASTER	XX4668	989.00

NOTICES AVIS NOTICES AVIS NOTICES AVIS NOTICES

I agree to the rental charges above. I acknowledge additional charges could be added based on tolls, tickets, fines administrative charges and other fees which may be applicable.I_____

Thank you for renting with Avis.

If you have questions regarding this rental, call us at 585-328-6680

This vehicle was rented to you by LORI

This vehicle was checked in for you by LORI

[redacted]

YOUR VEHICLE CHARGES:

MIN 99 HRS.IF NOT MET DLY RT= 146.25MAX 28 DAY

RATE CHART TIME AND MILEAGE

MIs : Unlimited

HRLY : 73.14			
RD DY: 84.17	3DY@	84.17=	252.51
PER : 585.00	1@@	585.00=	585.00
Adjustments DO		-	25.00
Time & Mileage:			712.51
TAXABLE FEES			
EXTENSION FEE 10.00		+	10.00
11.11% Concession Recovery Fee		+	82.49
Subtotal Charges:			825.00
Sales Tax 20.000%		+	165.00
NON TAXABLE ITEMS			
Your Total Charges Paid:			990.00
Prepayment :			.00
NET CHARGES:		USD	990.00
Your Total Due:			0.00

Fuel service: .587G/MI 9.990/Gal

YOUR OPTIONAL PRODUCTS/SERVICES

Amount Paid on Card1	MASTER	XX4668	1.00
Amount Paid on Card2	MASTER	XX4668	989.00

NOTICES AVIS NOTICES AVIS NOTICES AVIS NOTICES

I agree to the rental charges above. I acknowledge additional charges could be added based on tolls, tickets, fines administrative charges and other fees which may be applicable.I_____

Thank you for renting with Avis.

If you have questions regarding this rental, call us at 585-328-6600

This vehicle was rented to you by LORI

This vehicle was checked in for you by LORI

[redacted]

10:51 09SEP19	12:05 12SEP19

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	Multi-point inspection (according to maintenance interval)					
	MULTI Multi-point inspection (according to	86	ISP hrs.			(N/C)
B	Perform DTC Inspection [CUSTOMER STATES THE VEHICLE SAYS HYBRID SYSTEM SHUT DOWN AND THE CHECK ENGINE LIGHT IS ON]					
	CAUSE: .					
	85412501 Check Engine Light; Powertrain Related Issues; Trouble Not Found – No Repair/Trouble Not Found Check Engine Light MIL (2 - Skilled)	86	ISP hrs.			(N/C)

1320 NO PROBLEMS FOUND THE CHECK ENGINE LIGHT WAS NOT ON WHEN THE VEHICLE GOT HERE. THERE WERE NO WARRING MESSAGES ON THE DASH. CHARGED THE BATTER DROVE THE VEHICLE NO PROBLEMS FOUND

DODGE

Jeep

Customer Copy

SERVICE / PARTS HOURS

Monday - Friday:
7:00 am - 6:00 pm

Saturday:
7:00 am - 4:00 pm

STATEMENT OF DISCLAIMER

"The factory warranty constitutes all of the warranties with respect to the sale of this item/parts. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/parts."

DISPOSAL OF HAZARDOUS WASTE

The State of New York requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our continuing to state law in addition to our concern for the preservation of the environment.

LOANER VEHICLES AVAILABLE MONDAY - SATURDAY LOANERS AVAILABLE UPON APPOINTMENT ONLY

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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[redacted]					
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]		[redacted]	[redacted]	[redacted]	
[redacted]					
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]				
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	[redacted]		[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]				
	[redacted]		[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]		[redacted] *rict*	K

Subject	recall				
Synopsis	No response from customer.				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	***Customer Anomaly***	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
09/10/2019 06:01 PM	Open
10/07/2019 02:05 PM	Closed

Initial Description

inquired about open recalls

Case Comments

Date	Comment
09/10/2019	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

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[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]

[redacted]

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[redacted]

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		
[redacted]		[redacted]	[redacted]	[redacted]	
[redacted]					

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]				[redacted]	
[redacted]		[redacted]		[redacted]	

[redacted]	[redacted]			
[redacted]	[redacted]			
	[redacted]	[redacted]	[redacted] 279599	USA

Dealer			***Dealer Phone***	
Dealer Address				
Dealer Zone		***Sales District***	***Service District***	

Subject				
Synopsis	Batch closing - queue owned aging case			
Customer Anomaly				
Contact Reason			***Customer Anomaly***	

Reason Code	- - - Corporate - Contacts

Case Status History

Create Date	Status
09/12/2019 09:57 PM	Open
05/21/2021 10:42 PM	Closed

Initial Description

[redacted]

[redacted]

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	

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[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]
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[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]
	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	Service District: F

Subject	Vehicle Concern, asking for rental				
Synopsis	Vehicle repaired and confirmed.				
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/10/2019 06:15 PM	Closed
10/10/2019 06:26 PM	Closed
10/10/2019 10:11 PM	Open
10/28/2019 11:21 PM	Closed

Initial Description

Customer was driving vehicle. Vehicle stopped and will not move.

Case Comments

Date	Comment
10/10/2019	[redacted]
[redacted]	[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Date/Time	10/18/2019 21:30 PM

Hello Joshawna,

[redacted]

[redacted]		[redacted]	
[redacted]		*Sent Date/Time*	10/18/2019 21:33 PM

[redacted]

[redacted] /2019 21:56 PM

[redacted]

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[redacted]

CA# 423689

[redacted]

1 68163849AB *ANTIFREEZ-COOLANT
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LIN
START, SERVICE CHARGING SYSTEM 3.00
FIED CONCERN, FOUND SEVERAL DTC'S ACTIVE IN VEHICLE, PRINTE
ATTACHED TO REPAIR ORDER. SUBMITTED STAR CASE FOR CONCERN,
RESPONSE FOR FURTHER DIAGNOSIS. STAR RESPONDED WITH THE PI
ING AND ORDERED NEW PIM FOR US, ALSO STATED THE MSD HAS FAI
US ORDER ONE FOR THE VEHICLE AS WELL, ONCE PARTS ARRIVE, WI
TE STAR CASE WHEN PARTS ARE REPLACED.
ACED THE PIM MODULE PER STAR AND REPLACED THE MASTER SERVIC
ONNECT PER STAR, CLEARED ALL DTC'S, PROGRAMMED PIM TO VEHIC
ED VEHICLE, VERIFIED PROPER OPERATION OF VEHICLE, REPAIR CO
****
AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT ____
____RF ____LR ____RR
: TIRE PRESSURE
TP SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS
AND DOCUMENT LF RF LR RR
[redacted]
: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LIN
ET TIRE PRESSURE TO 36 PSI
****
VEHICLE WILL NOT CRANK, CHECK AND ADVISE
****

ORIGINAL FINAL

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[redacted]					
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		
[redacted]		[redacted]	[redacted]	[redacted]	
[redacted]					
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[redacted]	[redacted]				
	[redacted]		[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]		[redacted] *istrict*	K

Subject	Dispute Resolution				
Synopsis	Vehicle repaired- customer refusing to pick vehicle up.				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	***Customer Anomaly***		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
10/17/2019 07:30 PM	Open
10/21/2019 06:44 PM	Closed

Initial Description

Been at dealer over a month

Case Comments

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

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[redacted]

[redacted]	[redacted]	[redacted] District		Service District	K

Subject	Lemon law				
Synopsis	Offered a service contract for the vehicle as well as the previously offered cash and keep for $4,000.00.				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	***Customer Anomaly***		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
10/19/2019 11:09 PM	Open
01/07/2020 03:11 PM	Closed

Initial Description

Lemon Law

Case Comments

Date	Comment
[redacted]	[redacted] under the appropriate name.
12/02/2019	Called customer at phone#(805) 209-5757 LVM following up on sending in proof of ownership.

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted] 12/04/2019 22:49 PM

[redacted]

[redacted]

[redacted] *nt Date/Time* 12/05/2019 19:32 PM

[redacted]

[redacted]		[redacted]	[redacted]	*Date/Time*	12/05/2019 22:08 PM

[redacted]

[redacted]	[redacted]	ent Date/Time	12/09/2019 21:53 PM

[redacted]

[redacted]		Sent Date/Time	12/13/2019 17:12 PM

[redacted]

[redacted]

[redacted]

[redacted] municate until Friday is via email.