

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2019	Brand	
Body		Vehicle	LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage			U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
		CA		28	USA
Dealer		LLC	Dealer Phone		
Dealer Address					
			6721	USA	
Dealer Zone		Sales District		Service District	J
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
	Open
	Closed

Initial Description

customer calling about stalling

Case Comments

Date	Comment
	calling because while on vacation and driving an error message "service charging system" and vehicle shut down. Customer then costed to the side of the highway, waited for 6 hours for a tow truck while traveling with little kids. Customer now back home and vehicle is in another state. Customer has rental but unsure how hes going to get vehicle back. Customer highly upset and doesn't feel safe in his vehicle wanting to see what options and compensation can be provided. Agent attempted to contact or a multiple times, no one was available to get part number to spoke with in parts who stated no order for customer, needs to put order in **Agent escalating case for GW and technical assistance with vehicle repair**
	OUTBOUND CUSTOMER CONTACT Attempt 1/2 Phone rang once, then disconnected.
	CST called in to get in touch with CM. Agent advised that CM is unavailable at the moment and will be sent internal message to contact .
	looking to reach his CM as he has not hear from him and has been trying to do so for some time now . *Agent put in the call back request .
	Customer called in stating they've been trying to speak to their CM but they haven't been able to get a callback & he's to speak to a supervisor or someone higher up. Agent advised the customer that a message would be sent to the CM & their supervisor to contact him
	Customer has been waiting for a callback for a week and wants sup call today please He stated their are no missed calls and that Agent advised that he would get a call back possibly today from sup but CM is not here at this time and if she is not coming in she will not be here until Monday
	Customer calling in to speak to Agent advised customer is not available, customer states his been waiting for a callback for a week now, customer requesting to speak to supervisor, Agent advised request for a supervisor callback have been submitted, follow up will occur within 1 business day
	Customer is calling today stating he has not spoken to at all regards to his concern. Agent advised was not in the office today. He wanted to speak with sup which from the notes they have been alerted already for a call back.
	Current agent making outbound call to client for introduction and contact info for follow up. wants a resolution and before could Finnish call with client they received another call from a agent named who is already overseeing the case. Agent thanked and verified before disconnecting
	Agent contacted with states that they have on order a Pim Module that needs to be replaced. further provided part order information of : Part: 68381781AD Order: 3489** OMC: U ETA: Repair/Accessory: Repair Rental: Yes VOR: Yes Rental Start Date: Agent contacted customer at Agent advised customer on vehicle status and part situation. Customer stated they understood but did not want vehicle anymore.
	has escalated case to external system with name ES-18914. Case was escalated successfully.
	****PARTS UPDATE**** PART: ETA: Week of Reaching out to PE Team for assistance with part.
	****PARTS UPDATE**** PART: As of order REL TO PDC ETA: 3-5 Business days
	Customer states they would like case reviewed by dispute resolution as they do not feel safe or comfortable with this vehicle any more. Agent advised this is not directly filing for lemon law. Customer, stated they understood and provided best contact number of Customer thanked agent for time then disconnected. Agent reassigning case to dispute resolution for review.
	Review Case Escalated to I2R***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
	****PARTS UPDATE**** PART: ETA: 3-5 Business days UPS TRACKING#
	to at the dealership and he stated that the part has come in and they will notify the customer later this week about repairs. The customer is seeking a buyback I informed him that at this time a buyback is not an option. The vehicle has to be repaired first. Will call him back on Wednesday to check in in regards to the buyback and repair.
	Dealer is currently working on vehicle and will notify me on my direct line once the vehicle is repaired so that I can setup shipment for vehicle to be transported from one state to the home of the customer.
	Called and left voicemail for service manager to return my call on my direct line and please give me an update on customer's repair process of vehicle. Will try to reach back out to dealership on tomorrow for an update if does not return my call on today.
	Called and spoke with customer to inform them that I had not spoken with as of today but am looking to reach out again on Friday to see if he is able to provide me with an update on the repair process. Will call customer back on tomorrow hopefully with great news of vehicle being repaired and ready for shipment to residence.
	Called dealership to check on status update of customer's vehicle. stated that she would have call me back with the update because he was with a customer.

Date	Comment
	***** OF EMAIL TO SH ***** IS THIS REQUEST URGENT? YES IF SO PLEASE EXPLAIN: ***** WAS ON VACATION AND VEH CLE ISSUES OCCURRED WHILE IN ANOTHER STATE. VEHICLE WAS TAKEN TO ***** FOR REPAIR. HAS ANY COMMITMENT BEEN MADE TO ***** WITH AN ETA? NO IS THE VEHICLE READY TO BE SHIPPED? YES IF NO, WHEN WILL IT BE READY? IS ***** IN A RENTAL VEH CLE? YES ***** CAIR# 59636895 VIN# ***** Vehicle Description ***** Year 2019 Make ***** Color: GREY Customer Name: ***** AND ***** Customer Phone: ***** CURRENT VEHICLE LOCATION: ***** JEEP LLC ADDRESS: ***** CONTACT PERSON: ***** OR ***** CONTACT # ***** EXTENSION #3016 OR ***** VEHICLE NEEDS TO BE SHIPPED TO ***** LOCATION: ***** S HOME ADDRESS ADDRESS: ***** CONTACT PERSON: ***** CONTACT # ***** ***** Does the vehicle have keys? YES Does the vehicle start? YES Does the vehicle roll? YES Does the vehicle steer? YES Does the vehicle stop? YES Can the vehicle be driven to load/unloaded under its own power? YES *****END OF EMAIL TO SH *****
09/03/2019	***** OF EMAIL FROM SH ***** Order in process. I will update you when this move is booked. *****END OF EMAIL FROM SH ***** ***** ** Email Received From Shipper ** This vehicle is scheduled for pick-up today, Friday, ***** with delivery estimated for tomorrow. I will let you know if anything changes. ** ** ***** ** Email Received From Shipper ** This vehicle was delivered on Friday, ***** ** ** ***** Contacted customer ***** to give me a call on my direct line concerning compensation. ***** Vehicle has arrived at dealership ***** Dodge Jeep Ram FIAT and attended by dealer employee ***** Contacted customer and reached her husband ***** He called his wife to get authorization to speak with him concerning the case. Customer is very upset because they want to be compensated. I asked was the car repaired because I show it is at a DLR. Customer stated they have gotten rid of vehicle but still want compensation and the money they were out of pocket for that the CM ***** said they would be reimbursed. I informed him I can review but since he does not have the vehicle it is not a guarantee. The customer is not happy because he states he should still be able to get compensated because he had the problems while he had the vehicle. I apologized to the customer and informed him I will see what I can do but I can not make any guarantees. ***** Contacted customer ***** to give me a call on my direct line. ***** Contacted customer and informed him that since he has traded out of the vehicle there is not a way for me to still offer compensation. I informed him that I understand his situation and inquired previously did he stay with the brand and was informed no. I informed him that I have nothing to go off of to offer compensation. Customer wanted my decision escalated. I informed him we are the highest of escalations but I can give him arbitration and he can see if they can assist. Customer stated he was going to contact a lawyer. I informed him that was his right. Customer thanked me for my assistance.

Email(s)

Date	Subject	Case
From	To	Sent Date/Time
Dear		
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. Regards, Chrysler Customer Care Specialist Ext The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.		

Date	Subject	Loaner vehicle documents [
From	To	Sent Date/Time
Dear		
Hello, I am your FCA Coordinator. You can send me a copy of your loaner vehicle documents for possible compensation to this email. Thank you, FCA Coordinator		

Date	Subject	Re: Loaner vehicle documents [
From	To	Sent Date/Time
Hello		
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 with a "K". Thank you, On at Chrysler Customer Care < > wrote: > Hello, I am your FCA Coordinator. You can send me a copy of your loaner vehicle documents for possible compensation to this email. > Thank you, > FCA Coordinator > > mobile		

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Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage			U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
				1	4 USA
Dealer				Dealer Phone	
Dealer Address					
				14424 8725	USA
Dealer Zone	Northeast	Sales District		Service District	V
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
	Open
	Suspended
	Open
	Closed

Initial Description

Buyback

Case Comments

Date	Comment
	The customer is seeking buyback because the vehicle shut down on him on the interstate. The agent advised the customer that a case would be created. Customer has a recent diagnosis in the last 14 days Or Customer has an appointment at an FCA dealer for diagnosis - No Does the customer need a rental? - Yes Verify servicing dealer - Confirm best contact method and time - Call anytime Reference Case number
	Review - Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Assigned CAIR to
	does not offer any buyback at this time until customer brings car to dealer to diagnosis issues/problem customer is stating he is having
	In Service Date Original Owner YES Mileage Vehicle Purchase Loyalty 1 NEW Multiple Repairs/Previous Related Repairs MVP Plans Outstanding Recall WARRANTY 36 Months or 36,000 Miles 36 Months or 34,978 Miles POWERTRAIN WARRANTY 60 Months or 60,000 Miles 59 Months or 58,978 Miles LS - 000 CCS - 30 Other HYBRID TOURING
	OUTBOUND CUSTOMER CONTACT - confirmed contact info vehicle with customer - Was going to 10 miles per hour, lost power, message on dash, shut off, back to P. had to cross over 3 lanes of traffic to get to the shoulder. That he and his wife could have died That he has a lawyer on retainer and doesn't want to have to contact him. that he expects fca to buy the vehicle back. regardless of repairs he will not take the vehicle back says that wife won't drive the vehicle Check engine light is on no appt for diagnosis. contacted the dealership where he purchased the vehicle of the concerns doesn't want the vehicle. left message with GM and Sales man, and Finance Manager to take the vehicle They had the service manager contact him instead called him around and said that he would be reaching out to his FCA Area Manager to advise of the situation and buyback. customer lives in and lives over 6 hours from where he purchased the vehicle. customer will make an appt for diagnosis and email advised will reassign to the for that area. advised of BB decision.
	OUTBOUND CUSTOMER CONTACT - HYBRID TOURING spoke to customer this date who advised the appointment is set for at dealership. customer vehicle to arrive the vehicle wants it towed. to provide the number for towing via email customer wants rental customer wants his email concerns of towing and rental addressed. advised customer that case being reassigned to the for that dealer and area Customer understood Customer does not want the vehicle.
	discussed with - reassigning to new
	***** CASE REVIEWED BY BC 32 ***** In-Service Date: Original Owner: yes Mileage: Vehicle purchase loyalty: 1 NEW Multiple Repairs/ Previous related repairs: no MVP plans: no Recalls: no *****
	*****OUTBOUND CUSTOMER CONTACT***** contacted customer to provide contact information. Let customer know she would follow up on in regards to the appointment. provided no number for roadside for the customer informed customer that at Customer Care our goal is to repair the vehicle as per terms of the warranty Customer rented a mini van through Avis and it was ready. explained we would cover up to \$45 a day for rental and customer said that we would be responsible for the entire bill for the rental because he rented a like vehicle. Customer will be putting a bulk email together, with the selling dealer in the repairing dealer in and contact information for Customer is requesting a conference call with all 3 parties to discuss buyback let customer know that first step is getting the vehicle diagnosed and that our goal is to repair the vehicle as per the terms of the warranty. Customer claims that this is no longer his vehicle in his eyes.
	Vehicle has arrived at dealership and attended by dealer employee
	*****OUTBOUND DEALERSHIP CONTACT***** contacted dealership to speak with service manager regarding the diagnosis on the vehicle. left a voicemail for dealer contact information
	*****OUTBOUND DEALERSHIP CONTACT***** contacted dealership to speak with service manager regarding the customers request for a buyback. left a voicemail for dealer contact information
	*****OUTBOUND DEALERSHIP CONTACT***** contacted Service Manager at dealership. Service Manager states that there are no problems with vehicle, they are changed a couple times, and in the dealership was not found any problems with van. There were no check engine lights on when vehicle came in, and no error messages The problems the customer were experiencing will not reproduce The vehicle is read for pick up and the dealership has tried contacting the customer but it keeps going to voicemail. Service Manager advised that they can not continue to store vehicle as they have a small lot.

DATE	CUSTOMER
	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] contacted customer to advise him that the vehicle is ready to be picked up. [REDACTED] advised customer that the [REDACTED] [REDACTED] [REDACTED] when the vehicle and the vehicle is operating as designed. The dealership was [REDACTED] able to duplicate the concerns the customer was experiencing [REDACTED] advised there were no check engine lights on or error messages which came up [REDACTED] advised that customer would need to pick up vehicle as it is ready. [REDACTED] also advise [REDACTED] customer could submit final rental bill for reimbursement consideration Customer [REDACTED] explained he will not drive this vehicle again and put him and his family life in danger. Customer stated the rental vehicle will be returned tomorrow with the expectation of 100% reimbursement. Regardless if he went over the 45.00/day. Customer explained he purchased a luxury mini van and he rented a regular mini van. Customer stated he will contact the dealership he purchased the vehicle from and they can deal with the vehicle. Customer will not drive vehicle. Customer stated if the selling dealership will not take the vehicle back he will have his attorney get involved and go through the lemon law process Customer wanted it set up that [REDACTED] pick his vehicle up from the dealership and tow it to his house as he refused to drive it [REDACTED] has reviewed case and waiting for a return phone call from customer. [REDACTED] will only authorize \$45 per day for car rental and will not be authorizing a buyback. *****OUTBOUND CUSTOMER CONTACT***** [REDACTED] [2019] [REDACTED] contacted customer to advise him that as per the Area Manager, only \$45/day for the rental is being authorized [REDACTED] [REDACTED] however [REDACTED] [REDACTED] left voicemail with contact information to be contacted back *****OUTBOUND CUSTOMER CONTACT***** [REDACTED] [2019] [REDACTED] contacted customer to advise him that as per the Area Manager, only \$45/day for the rental is being authorized [REDACTED] [REDACTED] a mini [REDACTED] [REDACTED] luxury mini van and he is expecting to be fully reimbursed for the rental. Customer explained that \$45 would have only gave him an economy sedan which would not have fit his entire family Customer reached out on Facebook regarding vehicle concerns. Customer provided phone number: [REDACTED] Writer documented and advised [REDACTED] will be in contact as soon as possible for an update. Chrysler please see my comments on many of the posting about [REDACTED] someone on your team asked me to [REDACTED] and my VIN so they could look into it and my request is to put my family into a safe vehicle. Thanks. Reach me anytime [REDACTED] well at [REDACTED] ***** EMAIL - [REDACTED] - Sent [REDACTED] ***** Good morning, Customer was told that we only provide \$45 a day and then proceeded to elect a big [REDACTED] [REDACTED] My decision [REDACTED] is final [REDACTED] NOT the area manager over this dealership. Please forward and follow up with the [REDACTED] and let him proceed with this customer has he see [REDACTED] s for. His name is [REDACTED] I reached out to this customer on Thursday after he left me a Voicemail. I let him kn [REDACTED] the MVP max care was requested to be added to his vin but [REDACTED] warranty manager, is on vacation. There is no reason for me to reach out again due to the fact it will probably upset him further when I don't give into him [REDACTED] Thank you for reaching out to me. Let me know if I can help with anything further. Take care. ***** EMAIL - Paul [REDACTED] - Sent [REDACTED] ***** I am covering this dealership from another market as the area [REDACTED] for [REDACTED] has returned [REDACTED] [REDACTED] I did speak to [REDACTED] a [REDACTED] [REDACTED] the owners vehicle either stalled or would not start I can't remember [REDACTED] the dealership looked at the vehicle, checked [REDACTED] codes and performed any applicable updates and was never able to verify the owners complaint. So the vehicle was returned to the owner as operating as designed with no abnormal vehicle operation experienced. [REDACTED] also advised she was in direct contact with the owner and offered a MVP max care plan at no charge to owner for any inconvenience. Beyond that unless the [REDACTED] has a verifiable concern and owner wishes to bring it in or if needed [REDACTED] can tow in if vehicle has failed - there is nothing we can do that hasn't already been done. As far as rental assistance during repair the contract as well as goodwill [REDACTED] transportation has specific guidelines and rates. Now that I have a vin - I will contact the dealership ([REDACTED]) service dept to see if there is anything further they can advise and I will notify you. Thank You *****OUTBOUND CUSTOMER CONTACT***** [REDACTED] [2019] [REDACTED] contacted customer to advise him that as per the Area Manager, only \$45/day for the rental is being authorized [REDACTED] [REDACTED] / day reimbursement [REDACTED] is requesting direct follow up from Area Manager T0463BL has submitted RENTAL REIMBURSEMENT request. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Customer's proof of payment is: Rental Agreement/ Receipt Date: [REDACTED] In-Service Date: [REDACTED] Mileage: [REDACTED] Amount per day \$45 Number of days 11 Tax \$39.60 Total \$534.60 Writer is submitting check for app [REDACTED] .60 In-Service Date: [REDACTED] Original owner: yes Mileage: [REDACTED] Vehicle purchase loyalty: 1 NEW, [REDACTED] Multiple Repairs/ Previous related repairs: no MVP plans: no Recalls: no ***** Authorized Chrysler dealership: [REDACTED] Chrysler [REDACTED] Jeep Dealer RENTAL option: Dealer did not have loaner for customer. ***** Customer accepts and verifies the check [REDACTED] be mailed to the following name and address: [REDACTED] *****DOCUMENT VERIFICATION***** DO [REDACTED] CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date		Subject	
From		To	

Good evening [REDACTED]

Thank you for speaking with me this evening to discuss your vehicle concerns.
When you schedule your appointment, if you could kindly let me know so that I may have the Case Manager, who works with that dealership reach out to you.

Please do not hesitate to reach out to me with any questions or concerns.

[REDACTED] Case Manager
Phone: [REDACTED]
ref: 00 [REDACTED]

Date		Subject	Re: CASE [REDACTED]
From		To	

[REDACTED]

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 [REDACTED] and the earliest they can look at my vehicle is [REDACTED].

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 [REDACTED] to send it to the [REDACTED] 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 e[REDACTED]nce.

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

Sincerely,

[REDACTED]

Cell - [REDACTED]

From: US Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] [REDACTED]Z:ref]

Good evening [REDACTED]

Thank you for speaking with me this evening to discuss your vehicle concerns.
When you schedule your appointment, if you could kindly let me know so that I may have the Case Manager, who works with that dealership reach out to you.

Please do not hesitate to reach out to me with any questions or concerns.

[REDACTED]se Manager
Phone: [REDACTED]
[REDACTED]_5003Zuo8AZ:ref
[REDACTED]

Date	[REDACTED]	Subject	Re: CASB [REDACTED]_5003Zuo8AZ:ref]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED] [REDACTED]

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

The number for [REDACTED] is [REDACTED].
Have a great holiday weekend.

[REDACTED] Case Manager
Phone: [REDACTED]

Original Message

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

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 [REDACTED] and the earliest they can look at my vehicle is [REDACTED].

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 [REDACTED] to send it to the [REDACTED] 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 e[REDACTED]nce.

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

Sincerely,

[REDACTED]
Cell - [REDACTED]

From: US Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Good evening [REDACTED]

Thank you for speaking with me this evening to discuss your vehicle concerns.
When you schedule your appointment, if you could kindly let me know so that I may have the Case Manager, who works with that dealership reach out to you.

Please do not hesitate to reach out to me with any questions or concerns.

[REDACTED] Case Manager
Phone: [REDACTED]

Date	Subject
From: [REDACTED]	Re: CASE [REDACTED]
To: [REDACTED]	

Good Afternoon [REDACTED]

My name is [REDACTED] and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]
The Chrysler Case Manager telephone number is: [REDACTED]
My direct extension is [REDACTED]
My work hours are [REDACTED] Eastern Standard Time Monday-Friday.

The number for [REDACTED] is [REDACTED].

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

[REDACTED] FCA Case Manager
[REDACTED] ext. 3021005
[REDACTED]

Date	Subject
From: [REDACTED]	Re: CASE [REDACTED]
To: [REDACTED]	

Thank you for speaking with me today about this very traumatic experience my family has been dealing with regarding this unsafe vehicle we just purchased.

As we spoke I would please ask that you coordinate the towing of the vehicle from my home address next Monday to go to the Canandaigua dealership for the work you are asking to be done. I or my family will not be driving this unsafe vehicle.

Also, please see the invoice total that I need to be reimbursed for for a like vehicle that I had to rent from AVIS. Please mail a check to the home address, the total is \$640 and that gets me until Monday. The rental will most likely have to be extended with further cost.

[cid:e084e4ce-5715-4e1f-adbf-13cf9625dec5][cid:ca511a0a-35ad-4f40-8618-c80adf874ed9]

Sincerely,

Cell -

From: Chrysler Customer Care < >
Sent: < >
To: < >
Subject: < >]

Good Afternoon

My name is and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

- * Your case number is
- * The Chrysler Case Manager telephone number is:
- * My direct extension:
- * My work hours are: Eastern Standard Time Monday-Friday.

The number for is

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

| FCA Case Manager
| ext

[
]

Date	Subject	Re: CASE	[	]
From	To		e/Time	

I therefore I have set up a reservation at AVIS 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]

Get Outlook for iOS<[REDACTED]>

From: US Customer Care <[REDACTED]>

Sent:

To: [REDACTED]

Subject: [REDACTED]

Good morning

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

The number for [REDACTED] is [REDACTED]

Have a great holiday weekend.

FCA Case Manager

Phone: [REDACTED]

Original Message

From: [REDACTED] >]

Sent:

To: [REDACTED]

Subject: [REDACTED]

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 [REDACTED] and the earliest they can look at my vehicle is [REDACTED]

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 [REDACTED] to send it to the [REDACTED] 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]

Cell: [REDACTED]

From: US Customer Care <[REDACTED]>>

Sent:

To: [REDACTED]>>

Subject: [REDACTED]

Good evening

Thank you for speaking with me this evening to discuss your vehicle concerns.
When you schedule your appointment, if you could kindly let me know so that I may have the Case Manager, who works with that dealership reach out to you.

Please do not hesitate to reach out to me with any questions or concerns.

FCA Case Manager

Phone: [REDACTED]

Date	Subject	Re: CAS [REDACTED]
From	To	[REDACTED]

Good Evening [REDACTED]

Thank you for getting back in touch with me. As per our conversation yesterday here at Customer Care we work with the dealership to repair the vehicle under the terms of the warranty. The first step in that process will be getting the vehicle diagnosed at the dealership. You have an appointment scheduled at [REDACTED] Chrysler Jeep for [REDACTED]

In regards to the rental, as discussed in our telephone conversation. Once the repair is completed on the vehicle, you would submit the rental receipt to this email address as well as the repair order so we can submit for reimbursement approval.

I will follow up with you as well as the dealership once the vehicle is at the dealership and diagnosed. Please don't hesitate to reach out to me if you have any questions or concerns prior to your appointment

Thank You,

[REDACTED] FCA Case Manager

[REDACTED] ext. [REDACTED]

From: [REDACTED] To: [REDACTED] Sent Date/Time: [REDACTED]

[REDACTED]

Just ordered the tow with your roadside assistance group. They will be picking up the vehicle today and bringing it to [REDACTED] for today's appointment.

My rental with Avis ends today and with no communication on a loaner or permanent replacement I will have to extend the Avis rental at Chrysler's expense.

Please reach out to the repairing dealer for all of the paperwork you require and to start the process of returning this unsafe vehicle.

Thanks,

[REDACTED]

[REDACTED]

From: Chrysler Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Good Evening [REDACTED],

Thank you for getting back in touch with me. As per our conversation yesterday here at Customer Care we work with the dealership to repair the vehicle under the terms of the warranty. The first step in that process will be getting the vehicle diagnosed at the dealership. You have an appointment scheduled at Canandaigua Chrysler Dodge Jeep for [REDACTED]

In regards to the rental, as discussed in our telephone conversation. Once the repair is completed on the vehicle, you would submit the rental receipt to this email address as well as the repair order so we can submit for reimbursement approval.

I will follow up with you as well as the dealership once the vehicle is at the dealership and diagnosed. Please don't hesitate to reach out to me if you have any questions or concerns prior to your appointment

Thank You,

[REDACTED] FCA Case Manager
[REDACTED] ext. [REDACTED]

[REDACTED]

[REDACTED]

Date	Subject	Re: CAS
From: [REDACTED]	To: [REDACTED]	Sent Date/Time: [REDACTED]

[REDACTED]

Please see attached invoice for my rental car extension.

The new total is now \$1101.22 that must be reimbursed asap.

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

From: Chrysler Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Good Evening [REDACTED],

Thank you for getting back in touch with me. As per our conversation yesterday here at Customer Care we work with the dealership to repair the vehicle under the terms of the warranty. The first step in that process will be getting the vehicle diagnosed at the dealership. You have an appointment scheduled at Canandaigua Chrysler Dodge Jeep for [REDACTED]

In regards to the rental, as discussed in our telephone conversation. Once the repair is completed on the vehicle, you would submit the rental receipt to this email address as well as the repair order so we can submit for reimbursement approval.

I will follow up with you as well as the dealership once the vehicle is at the dealership and diagnosed. Please don't hesitate to reach out to me if you have any questions or concerns prior to your appointment

Thank You,

[REDACTED] FCA Case Manager
[REDACTED] ext. 3021005

[REDACTED]

[REDACTED]

Date	Subject	Re: CAS
From: [REDACTED]	To: [REDACTED]	Sent Date/Time: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I will be reaching [REDACTED] the dealership this afternoon to get the diagnosis on the vehicle. Once the vehicle is repaired we will be able to review and submit for approval for the rental reimbursement.

Once I have further information from the dealership I will follow up with you in regards to the vehicle repair.

Thank You,

[REDACTED] FCA Case Manager
[REDACTED] ext. 3021005

Date	Subject	
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED] with the dealer yesterday? I want to again express my concern with the safety of the vehicle. My wife asks me everyday what the status is on replacing the vehicle with a safe one.

She continues to read online all of the exact same issues and safety concerns hundreds of people are having with the same type of vehicle.

I will ask again to expedite this concern and expect a replacement or buyback ASAP. This is giving me and my family tremendous anxiety and cannot afford to simply "throw away" a new vehicle we paid for upfront in full with cash. We will not driver this unsafe vehicle again.

Portal Logix

Cell -

From: Chrysler Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Good Afternoon [REDACTED]

I will be reaching [REDACTED] the dealership this afternoon to get the diagnosis on the vehicle. Once the vehicle is repaired we will be able to review and submit for approval for the rental reimbursement

Once I have further information from the dealership I will follow up with you in regards to the vehicle repair.

Thank You,

[REDACTED] FCA Case Manager

Date	Subject	Re: CASE
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED] your for calling me this afternoon. I regret that Chrysler did not find the issue that put my family in harms way. Maybe they should have googled the issue that was fully communicated to them.

Thank you for setting up the tow back to my house because we will not be driving that vehicle ever again.

I will now call BZ [REDACTED] about the current status and give them one more chance to make the situation right.

Otherwise, my at [REDACTED] will be handling this.

Please see the attached final invoice for the non-luxury mini van that I had to rent that had to replace the luxury mini van I purchased.

PortaLogix

Cell -

[cid:1 [REDACTED]

From: Chrysler Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Good Afternoon [REDACTED]

I will be reaching [REDACTED] the dealership this afternoon to get the diagnosis on the vehicle. Once the vehicle is repaired we will be able to review and submit for approval for the rental reimbursement.

Once I have further information from the dealership I will follow up with you in regards to the vehicle repair.

Thank You,

[REDACTED] FCA Case Manager
[REDACTED] ext. 3021005

FROM: [REDACTED] TO: [REDACTED] Sent Date/Time: [REDACTED]

[REDACTED] the status on my reimbursement for the Avis rental car?

Jeff

[REDACTED]

Cell - [REDACTED]

From: Chrysler Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Good Afternoon [REDACTED]

I will be reaching [REDACTED] the dealership this afternoon to get the diagnosis on the vehicle. Once the vehicle is repaired we will be able to review and submit for approval for the rental reimbursement.

Once I have further information from the dealership I will follow up with you in regards to the vehicle repair.

Thank You,

[REDACTED] FCA Case Manager
[REDACTED] ext. 3021005

[REDACTED]

Date	Subject	Re: CASE	[REDACTED]
From: [REDACTED]	To: [REDACTED]	Sent Date/Time: [REDACTED]	

Good Evening [REDACTED]

Thank you for [REDACTED]g out to me, I do see a note in the file here that the Area Manager was waiting for a return call from you. Has this call occurred?
Please get back to me at your earliest convenience.
Thank You,

[REDACTED] FCA Case Manager
[REDACTED] ex [REDACTED]

[REDACTED]

Date	Subject	Re: CASE	[REDACTED]
From: [REDACTED]	To: [REDACTED]	Sent Date/Time: [REDACTED]	

[REDACTED]ea manager is [REDACTED] then I spoke with her once and she communicated my options. I have tried to contact her twice since then with no response. Also, on the original phone call I asked for her email and she still has not given that to me either.

Please call my cell tomorrow at [REDACTED]

Thanks, [REDACTED]

Get Outlook for iOS

From: Chrysler Cust[REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Good Evening [REDACTED]

Thank you for [REDACTED]g out to me, I do see a note in the file here that the Area Manager was waiting for a return call from you. Has this call occurred?
Please get back to me at your earliest convenience.
Thank You,

[REDACTED] FCA Case Manager
[REDACTED] ext. 3021005

[REDACTED]

Date	Subject	Re: CASE	[REDACTED]
From: [REDACTED]	To: [REDACTED]	Sent Date/Time: [REDACTED]	

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] received your VM and left you a VM back. Here is another copy of the [REDACTED] invoice for the reimbursement and our records.

Thanks,

Cell -

From: Chrysler Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]
Good Evening [REDACTED]

Thank you for [REDACTED]g out to me, I do see a note in the file here that the Area Manager was waiting for a return call from you. Has this call occurred?
Please get back to me at your earliest convenience.
Thank You,

[REDACTED] FCA Case Manager
[REDACTED] ext. [REDACTED]

Date	Subject	Fw: CASE	[REDACTED]
From	To	Sent Date/Time	

[REDACTED] should I expect my reimbursement for the minivan I rented from Avis. Did you hear back from Stephanie yet?

Please let me know ASAP.

Thanks,

Cell -

From: [REDACTED]
Sent: [REDACTED]
To: Chrysler Customer Care <[REDACTED]>
Subject: [REDACTED]
[REDACTED]

[REDACTED] received your VM and left you a VM back. Here is another copy of the [REDACTED] invoice for the reimbursement and our records.

Thanks,

Cell -

From: Chrysler Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]
Good Evening [REDACTED]

Thank you for [REDACTED]g out to me, I do see a note in the file here that the Area Manager was waiting for a return call from you. Has this call occurred?
Please get back to me at your earliest convenience.
Thank You,

[REDACTED] FCA Case Manager
[REDACTED] ext. 3021005

Date	Subject	Re: CASE	[REDACTED]
From	To	Sent Date/Time	

about the delay on sending you the service ticket last night. I had a couple of sick kids to take care of.

Please see the attached document and let me know if you have any more questions.

Thanks,

Cell -

From: Chrysler Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Good Evening [REDACTED]

Thank you for [REDACTED]ing out to me, I do see a note in the file here that the Area Manager was waiting for a return call from you. Has this call occurred?

Please get back to me at your earliest convenience.

Thank You,

[REDACTED] FCA Case Manager
[REDACTED] ext. 3021005

Date	Subject	Re: CAS	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]	16:46 PM

Thank you very much for sending that in for me. I have submitted the check request and will notify you once I get notified of approval.

Thanks again,

[REDACTED] FCA Case Manager
[REDACTED] ext. 3021005

Date	Subject	Re: CASE	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

I am sending you this email regarding the closure of your Case with FCA Case Management. You should receive your reimbursement check in 7-10 business days

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:

My Direct Extension is: 3021005 [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. 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 FCA customer.

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

[REDACTED] FCA Case Manager
[REDACTED] ext. 3021005

VIN		Model Year	2019	Brand	
Body		Vehicle	LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage			U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
				99	USA
Dealer				Dealer Phone	
Dealer Address					
				5680	
Dealer Zone		Sales District		Service District	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
	Open
	Closed

inquired about open recalls

Case Comments

Date	Comment
	Customer: required about recalls due to driveability concerns. Vehicle stalled on while driving then it stalled and had no brakes on highway 16 going miles/hr in . Had vehicle towed to Customer: purchased package for interior and exterior protection from dealership Sales Type: 1 - DIRECT RETAIL Province, CA Telephone, Country, US and customer commented on how dirty the vehicle was and the delivery driver told the customer that he told the dealership not to wash it because it is going to get dirty again. Customer called selling dealership and asked if the protect he told for was actually applied to vehicle. Agent: Called selling dealership @ 2-24 SOUTH COUNTY DODGE, left message with finance.
09/16/2019	Customer posted on Facebook: Y'all sold us a complete lemon. We refuse to place our family in danger and y'all have your vehicle. REQUESTING A BUY BACK FOR OUR VEHICLE!!!!!! PLEASE BEWARE: We bought a 2019 Hybrid Pacific we had to evacuate and drove it for the first time to Atlanta and on our return travels home, our vehicle stalled on us, going over 70 mph, and the brakes went out. Long story short, we had our vehicle towed to the dealership; we received a report that ran a test and our vehicle came back with over 117 errors on it. The factory have to replace the transmission and ABS system. That vehicle place me and my family in danger and I do not want it any longer. Our vehicle only have 736 miles on it!!!! Incident happened 6 September 2019!! Purchase from: 455 Automall Dr, Gilroy, CA 95020. Vehicle has been towed to: Statesboro, .
	Customer called in requesting lemon law. Customer states they have to replace the transmission, faulty abs control module. Customer states there was 113 error codes that came up once the vehicle was at the dealership . Customer states all of the lights came the vehicle stalled customer then got a message advising that he should stop shortly as vehicle was about to shut off
	Dispute Resolution Review Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Dispute Resolution Assigned CAIR to
	*** contacted in Service for further information. SA advised there is an open star case, vehicle came in for internal failure in the transmission, when towed in i had 120 DTC codes and both batteries were dead, vehicle was towed in Saturday. SA advised they have replaced ABS module, start sent them a new transmission and transmission was damaged so they are currently waiting on new transmission.
	OUTBOUND CUSTOMER CALL *** Mr./ [] attempted to contact customer to advise of information, unable to leave VM, VM full.
	Customer called in stating he missed a call and was calling back. Agent got into contact with case manager and warm transferred customer over.
	CALL **** Mr./ advised of update by dealer and they are currently waiting on part to come in. Customer advised he does not plan on picking up vehicle as vehicle is not safe for his family. advised we can not assist with repurchase of the vehicle at this moment, and case was sent to for further handling of repairing vehicle. Customer inquired lemon/arbitration provided contact information, customer tanked and disconnected.
	Customer posting on Facebook: PLEASE BEWARE: We bought a 2019 Hybrid Pacific we had to evacuate and drove it for the first time to Atlanta and on our return travels home, our vehicle stalled on us, going over 70 mph, and the brakes went out. Long story short, we had our vehicle towed to the dealership; we received a report that ran a test and our vehicle came back with over 117 errors on it. The factory have to replace the transmission and ABS system. That vehicle place me and my family in danger and I do not want it any longer.
	Customer still posting: PLEASE BEWARE: We bought a 2019 Hybrid Pacific we had to evacuate and drove it for the first time to Atlanta and on our return travels home, our vehicle stalled on us, going over 70 mph, and the brakes went out. Long story short, we had our vehicle towed to the dealership; we received a report that ran a test and our vehicle came back with over 117 errors on it. The factory have to replace the transmission and ABS system. That vehicle place me and my family in danger and I do not want it any longer.
	**** contacted advised new transmission came in today from but it has the incorrect oil cooler filling and they are currently communicating with on how they need to handle.
	OUTBOUND CUSTOMER CALL *** contacted to advise part has arrived and dealer is working on vehicle, unable to leave VM, VM full.
	referred to open Cas. Dealer continuing working with on concerns.
	OUTBOUND CUSTOMER CALL *** contacted customer to follow and advise dealer is continuing working with our internal tech team on concerns, unable to leave VM, VM full.
	OUTBOUND CUSTOMER CALL *** contacted customer to follow and advise dealer is continuing working with our internal tech team on concerns, unable to leave VM, VM full, 3rd attempt. closing case.

Date	Subject	Questions for	
From	To	Sent Date/Time	

I just need to ask a few questions: on Friday when vehicle broke down and when you had vehicle towed, what city in [redacted] was it towed, and if you can name of Dealership your [redacted] was towed to.

Was the vehicle fix? (I know they pulled many codes) and where is the vehicle now? [redacted]

your case # [redacted]

Thank you,

[redacted] customer car

[redacted]

[redacted]

Body	Vehicle	LIMITED
Customer Provided VIN	Line of Business	CAC
Batch Case Information	Customer Assistance Center	
Open Date	CAIR Type	Regular
Close Date	Origin	Dealer
Mileage	Market	U
Contact Email	Contact Phone	Contact Mobile
Caller Address		Source
Caller City	Caller Country	Caller Postal Code
Customer		
Customer Address		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
	Open
	Closed

Initial Description

customer was traveling and vehicle stopped and wouldn't move. the vehicle is a hybrid and both battery's were dead. tech charged battery's. Once vehicle had enough power tech pulled dtc codes, vehicle had 129 active DTC codes. Tech started star case and per star we are to replace the transmission and ABS module. We called the customer and provided an update and they advised that they don't want the vehicle and they advised that they will be calling FCA to review what the options are since the vehicle has less then 1k. Case opened due to customers comments.

Case Comments

Date	Comment
	Customer posted on Facebook: Y all sold us a complete lemon. We refuse to place our family in danger and you can have your vehicle back. I AM REQUESTING A BUY BACK FOR OUR VEHICLE!!!!!! PLEASE BEWARE: We bought a 2019 Hybrid Chrysler Pacific we had to evacuate and drove it for the first time to Atlanta and on our return travels home, our vehicle stalled on us, going over 70 mph, and the brakes went out. Long story short, we had our vehicle towed to the dealership; we received a report that Chrysler ran a test and our vehicle came back with over 117 errors on it. The factory have to replace the transmission and ABS system. That vehicle place me and my family in danger and I do not want it any longer. Our vehicle only have 736 miles on it!!!!!! Incident happened 6 September 2019!!!! Purchase from: 455 Automall Dr, Gilroy, CA 95020. Vehicle has been towed to: Jimmy Britt Chrysler, Statesboro, GA,
12/21/2019	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures
12/28/2019	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures

Body	Vehicle			
Customer Provided VIN		Line of Business		Customer Assistance Cent
Batch Case Information				
Open Date		CAIR Type	Regular	Status
Close Date		Origin	Telephone	Reason
Mileage			U	Language
Contact Email		Contact Phone		Contact Mobile
Caller Address			Source	Customer
Caller City		Caller Country		Caller Postal Code
Customer				
Customer Address				
				USA
Dealer		OF	Dealer Phone	
Dealer Address				
Dealer Zone		Sales District		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
06:15 PM	Closed
06:26 PM	Closed
10:11 PM	Open
11:21 PM	Closed

Description

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

Case Comments

Date	Comment
	Customer seeking tow assistance. Customer was driving vehicle stopped would not move. Battery is at 99% Charging light saying battery needs charging. Agent transferred customer to towing.
	Cx states vehicle has message "service charging system" and Vehicle Stopped running (but there is 99% charge on battery and ? full gas) (vehicle was at dealership but that that dealership does not have Hybrid Vehicle Towed to: OF 1 Appoint date & time: at Cx Phone Number: / Cx Email: 2372 Customer asking for Rental Vehicle. Agent advised that if she must she call of pocket and talk to about Potential reimbursement; however No guarantee. Agent asked if needing any further assistance, brande of As Agent.
	cal manage. that the dealer can not see her until Monday and she will be without a vehicle. I offered the 3 days @ 35\$ a day rental.
	contacted customer, she stated will have engineers to look at vehicle Monday. Customer has rental that was provided by level 1 agent, she stated she will rental tomorrow, advice will follow up Monday and get any updated info.
	contacted no answer did not LVM. contacted customer no answer left detailed VM.
	customer called back and stated ordered a part for battery module but did not tell her what was causing this issue, advice will get that info and status on her vehicle and follow up with her. contacted Parts spoke to he stated module and wiring arrived for this vehicle today, got connected to no answer did not leave vm, and an email also an email to custom with updated info.
	contacted was not able left vm to call back with any status updates. contacted customer no answer left vm to call back if any updates are available and sent email.
	Customer called back, stated she picked vehicle up yesterday advice will leave case open and follow up on Monday to see how vehicle is doing.
	contacted customer, she stated she received vehicle and it's driving fine, only wants questions sent by email answered by.
	contacted he stated for question 3 to have customer not worry since she's still under warranty 31 Months or 33,668 Miles and since she already had a repair under warranty it's documented and she can contact us back to verify if any assistance can be provided. Question 4 It's covered under Basic but she also has High Voltage warranty 120 months 150,000 which ever comes first. contacted customer no answer left vm.
	contacted provided answers and she stated vehicle is driving fine and received check yesterday, advice will close out case.

Email(s)

Date	Subject	Vehicle Concern, asking for rental []	
From	To	Sent Date/Time	
Hello So I did go ahead and contact the parts department and they confirmed module and wiring arrived today for your vehicle, asked to get connected back to service to speak you. I will send him an answer, I will send him an answer, and follow up with you once I have any and I will also t more info as to why you are having this issue and get back to you on that. Like stated in previous call, have any questions or concerns, you can reply to this email or contact me directly at 1- EXT 4060773. Thank you, Leslie-FCA Customer Care.			

Subject	RE Vehicle Concern, asking for rental []		
From	To	Sent Date/Time	20 51 PM

ready, [REDACTED]

Thank you so much and have a great day,
Leslie FCA Customer Care [REDACTED]

From	To	Subject	Sent Date/Time
[REDACTED]	[REDACTED]	Re: Vehicle Concern, asking for rental [REDACTED]	[REDACTED]

Should [REDACTED] ready tomorrow.

On [REDACTED] US Customer Care <[REDACTED]> wrote:

> [REDACTED]

> Hello

> Just reaching out to get more info on [REDACTED] Chrysler

> [REDACTED]. She stated it was an issue with her battery showing it needed

> charge [REDACTED] it was on 99%. Can you let me know the status and what caused

> the issue. And also I am aware part d [REDACTED] how an ETA

> [REDACTED] en vehicle showed [REDACTED] ready.

> Thank you so much and have a great day,

> Leslie-FCA Customer Care [REDACTED]

>

>

>

Date	From	To	Subject	Sent Date/Time
10/16/	[REDACTED]	[REDACTED]	Re: Vehicle Concern, asking for rental [REDACTED]	10/16/ 06:35 AM

Hello Leslie, [REDACTED]

I was bill [REDACTED] from [REDACTED] Chry [REDACTED]

Jeep RAM SRT at [REDACTED] to [REDACTED]

Chrysler Jeep Dodge at [REDACTED]. See

invoice here: [REDACTED]

As I mentioned previous [REDACTED] Chrysler Dodge Jeep RAM SRT upon the recommendation of Roadside Assistance

However, upon arrival in [REDACTED], it was discovered that [REDACTED] o

hybrid technician available at the [REDACTED] location anymore, and as

such, the vehicle would need to [REDACTED] transferred to an alternate dealership.

Thus, the vehicle was tow [REDACTED] to [REDACTED], which exceeded

the 11 miles of tow coverage by [REDACTED] as the initial tow to

was only 7 miles and w [REDACTED] within the 11 mile coverage provided. Any

assistance that you can offer in re [REDACTED] com [REDACTED] w from

to [REDACTED] would greatly appreciated. [REDACTED]

As we continue to work on resolving this issue, it would greatly [REDACTED]

[REDACTED] d help [REDACTED] gain an understanding of the following:

1. What exactly happened that I suddenly lost propulsion and power steering? Is there a chance of re-occurrence? I am concerned about experiencing a loss of propulsion and power steering on a highway at a higher speed with my 4 week old and 3 year old in the vehicle. I purchased this vehicle to have a safe, reliable, and fuel efficient means of transportation for my family. As of right now, I am concerned about the safety and reliability of the Chrysler Hybrid.
2. In the event of a re-occurrence of loss of propulsion and power steering, what is the best way to proceed? Is there a way to "reboot" the vehicle and regain power steering a [REDACTED] ulsion, at least long enough to move the car to a safe place?
3. What is the total cost of the repairs? It is my understanding that the repairs are covered under warranty, but it would helpful to know what the total cost of the repairs would [REDACTED] if this wasn't covered under the warranty.
4. Which aspect of the warranty covers these repairs [REDACTED] powertrain, hybrid system, high voltage battery, basic)? [REDACTED]

Thank you in advance for your help.

Sincerely,

On [REDACTED] at [REDACTED] US Customer Care <[REDACTED]> wrote:

> [REDACTED]

> So I did go ahead and contact the parts department and they confirmed

> module and wiring arrived today for your vehicle, asked to get connected

> back [REDACTED] to speak your service adviser [REDACTED] but no answer, I will

> send him an email requested status update and follow up with you once I

> have any updated info from [REDACTED] I will also try to get more info as to

> why you are having this issue and get back to [REDACTED] on that.

> Like stated in previous call, [REDACTED] have any questions or concerns, you can reply to this email or contact me directly at 1 [REDACTED] EXT [REDACTED]

Like stated in my mail, your service adviser was not in for the day when we last spoke he was really sidetracked, the questions that were sent in that email that.
As for reimbursement I will definitely take a look at it but did not receive the receipt in your case, can you re send it back through this email and send it as an attachment, if you have any updates from dealership, do let me know either through this email or call me back at [redacted]. Once I get more information from your service adviser I will contact you.

Thank you,
-FCA Customer Care.

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

Sent: [redacted]
To: [redacted]
Subject: [redacted]
Hello [redacted]

I was billed \$90 on [redacted] for the tow from [redacted] Chrysler Dodge Jeep RAM SRT at [redacted] to [redacted]. See invoice here [redacted]

As I mentioned previously [redacted] Chrysler Dodge Jeep RAM SRT upon the recommendation of Roadside Assistance [redacted] However, upon arrival in [redacted], it was discovered that [redacted] to hybrid technician available at the [redacted] location anymore, and as such, the vehicle would need to be transferred to an alternate dealership. Thus, the vehicle was towed from [redacted] to [redacted], which exceeded the 11 miles of tow coverage by [redacted] as the initial tow to [redacted] was only 7 miles and well within the 11 mile coverage provided. Any assistance that you can offer in reimbursing the cost of the tow from [redacted] to [redacted] would be greatly appreciated.

As we continue to work on resolving this issue, it would be greatly appreciated if you could help me gain an understanding of the following:

1. What exactly happened that I suddenly lost propulsion and power steering? Is there a chance of re-occurrence? I am concerned about experiencing a loss of propulsion and power steering on a highway at a higher speed with my 4 week old and 3 year old in the vehicle. I purchased this vehicle to have a safe, reliable, and fuel efficient means of transportation for my family. As of right now, I am concerned about the safety and reliability of the Chrysler Pacifica Hybrid.
2. In the event of a re-occurrence of loss of propulsion and power steering, what is the best way to proceed? Is there a way to "reboot" the vehicle and regain power steering and propulsion, at least long enough to move the car to a safe place?
3. What is the total cost of the repairs? It is my understanding that the repairs are covered under warranty, but it would be helpful to know what the total cost of the repairs would be if this wasn't covered under the warranty.
4. Which aspect of the warranty covers these repairs (powertrain, hybrid system, high voltage battery, basic)?

Thank you in advance for your help.

Sincerely,

On [redacted] at [redacted] US Customer Care <[redacted]> wrote:

[redacted]
[redacted]
So I did go ahead and contact the parts department and they confirmed > module and wiring arrived today for your vehicle, asked to get connected > back to service to speak your service adviser but no answer, I will > send him an email requested status update and follow up with you once I > have any updated info from [redacted] I will also try to get more info as to > why you are having this issue and get back to you on that.
>
> Like stated in previous call, if you have any questions or concerns, you > can reply to this email or contact me directly at [redacted]

> Thank you,
> [redacted] FCA Customer Care.

Date	Subject	Re: Vehicle Concern, asking for rental [redacted]
From	To	Sent Date/Time 21:33 PM

As to [REDACTED] and her [REDACTED] Pacifica Hybrid having battery issues she had a couple questions was wondering if you can help me answer them for her..

1. What exactly happened that I suddenly lost propulsion and power steering? Is there a chance of re-occurrence? I am concerned about experiencing a loss of propulsion and power steering on a highway at a higher speed with my 4 week old and 3 year old in the vehicle. I purchased this vehicle to have a safe, reliable, and fuel efficient means of transportation for my family. As of right now, I am concerned about the safety and reliability of the Chrysler Pacifica Hybrid.
2. In the event of a re-occurrence of loss of propulsion and power steering, what is the best way to proceed? Is there a way to "reboot" the vehicle and regain power steering and propulsion, at least long enough to move the car to a safe place?
3. What is the total cost of the repairs? It is my understanding that the repairs are covered under warranty, but it would be helpful to know what the total cost of the repairs would be if this wasn't covered under the warranty
- 4 Which aspect of the warranty covers these repairs (powertrain, hybrid system, high voltage battery, basic)?

Thank you,
Leslie-FCA Customer Care
[REDACTED]

Date	Subject
[REDACTED]	Re: Vehicle Concern, asking for [REDACTED] [REDACTED] e 21:56 PM

> On [REDACTED], at [REDACTED], US Customer Care <[REDACTED]> wrote:

> Hello [REDACTED]
> Like stated in voicemail, your service adviser was not in for the day when we last spoke he was really sick, I'll recontact him Monday and ask the questions that were sent in the email and get back to you on that.
> As for the towing reimbursement I will definitely take a look at it but did not receive the receipt in your case, can you re send it back through this email and send it as an attachment, if you have any updates from dealership, do let me know either through this email or call me back at [REDACTED]. Once I get more information from your service adviser I will contact you.

> Thank you,
> [REDACTED]
> -FCA Customer Care.

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

> From: [REDACTED] [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: Vehicle Concern asking for rental [REDACTED]

> Hello [REDACTED]

> I was billed \$90 on [REDACTED] for the tow from [REDACTED] Chrysler Dodge
> Jeep RAM SRT at [REDACTED] to [REDACTED]
> Chrysler Dodge at [REDACTED]. See
> invoice here: [REDACTED]

> As I mentioned previously [REDACTED]
> Chrysler Dodge Jeep RAM SRT upon the recommendation of Roadside Assistance
> as it was the closest dealership to where the vehicle became disabled.

> However, upon arrival in [REDACTED], it was discovered that [REDACTED]
> hybrid technician available at the [REDACTED] location anymore, and as
> such, the vehicle would need to be transferred to an alternate dealership.
> Thus, the vehicle was towed from [REDACTED] to [REDACTED], which exceeded
> the 11 miles of tow coverage [REDACTED] whereas the initial tow to
> [REDACTED] was only 7 miles and well within the 11 mile coverage provided. Any
> assistance that you can offer in reimbursing the cost of the tow from
> [REDACTED] to [REDACTED] would be greatly appreciated.

> [REDACTED]
> If we continue to work on resolving this issue, it would be greatly
> appreciated if you could help me gain an understanding of the following:

- > 1. What exactly happened that I suddenly lost propulsion and power
> steering? Is there a chance of re-occurrence? I am concerned about
> experiencing a loss of propulsion and power steering on a highway at a
> higher speed with my 4 week old and 3 year old in the vehicle. I purchased
> this vehicle to have a safe, reliable, and fuel efficient means of
> transportation for my family. As of right now, I am concerned about the
> safety and reliability of the Chrysler Pacifica Hybrid.
- > 2. In the event of a re-occurrence of loss of propulsion and power
> steering, what is the best way to proceed? Is there a way to "reboot" the
> vehicle and regain power steering and propulsion, at least long enough to
> move the car to a safe place?
- > 3. What is the total cost of the repairs? It is my understanding that
> the repairs are covered under warranty, but it would be helpful to know
> what the total cost of the repairs would be if this wasn't covered under
> the warranty.
- > 4. Which aspect of the warranty covers these repairs (powertrain, hybrid
> system, high voltage battery, basic)?

> Thank you in advance for your help.

> Sincerely,
> [REDACTED]

> On [REDACTED] at [REDACTED], US Customer Care <[REDACTED]>

> wrote:

> Hello [REDACTED]

> [REDACTED] and [REDACTED] the parts department and they confirmed
> module and wiring arrived today for your vehicle, asked to get connected
> back to service to speak your service adviser [REDACTED] but no answer, I will
> send him an email requested status update and follow up with you once I
> have any updated info from [REDACTED] I will also try to get more info as to
> why you are having this issue and get back to you on that.

> Like stated in previous call, if you have any questions or concerns, you
> can reply to this email or contact me directly at [REDACTED]

> Thank you,
> [REDACTED]
> -FCA Customer Care.

Body	Vehicle		LIMITED	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center
Batch Case Information				
Open Date		CAIR Type	Regular	Status Closed
Close Date		Origin	Telephone	Reason
Mileage			U	Language English
Contact Email		Contact Phone		Contact Mobile
Caller Address				Source Customer
Caller City		Caller Country		Caller Postal Code
Customer				
Customer Address				
				USA
Dealer				Dealer Phone
Dealer Address				
				USA
Dealer Zone	Southeast	Sales District		Service District
Subject	Product 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
	Open
	Closed

Initial Description

month

Case Comments

Date	Comment
	Customer states his vehicle shut off while driving last month. Towed to dealer, dealer found 112 codes. They could only identify 2 issues: Transmission and Anti Lock Brake system error, couldn't tell the customer what the other codes mean. Had to open a Star Case. Customer read about the and is requesting a buyback Vehicle has been at the dealer since Currently at dealer Rental: Yes Servicing Dealer: Contact:
	91L/96Q Review Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this Assigned CAIR to
	ALL ** contacted dealer for further information advised repairs have been completed, they had replace multiple things like battery, ABS and transmission and wiring within the grounds. Vehicle was test driven after repairs and vehicle is OAD. advised customer has been notified and he advised he will contact them back once he speaks with FCA.
	CUSTOMER CALL **** contacted customer for further information. Customer advised he is seeking buyback due to concerns on vehicle. Customer states he was driving on the highway when vehicle stalled and braking system went out as well. Customer states vehicle was towed into dealer for DTC codes and multiple things wrong with it. advised at this time FCA is unable to assist with buyback and we do have assist with repairing vehicle. advised dealer advised vehicle was ready for pick up, customer requested arbitration and advised he will NOT be picking up vehicle from dealer. Customer advised he will be contacting who he contact so vehicle can be bought back but he is refusing to pickup vehicle,. advised customer can call back in if he has any further questions or concerns. customer thanked and disconnected.

Body	vehicle	LIMITED	
Customer Provided VIN	Line of Business	CAC	Customer Assistance Center
Batch Case Information			
Open Date	CAIR Type	Regular	Status Closed
Close Date	Origin	Telephone	Reason
Mileage	Market	U	Language English
Contact Email	Contact Phone		Contact Mobile
Caller Address			Source Customer
Caller City	Caller Country		Caller Postal Code
Customer			
Customer Address			
			USA
Address			
Zone		1947	USA
Subject			
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	Dispute Resolution - Buyback/ Law	Customer Anomaly	
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/ Law Request		

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Case Comments

Date	Comment
	Customer states that vehicle is dangerous because in stooped on the road with his wife driving. Customer states vehicle has been in the shop twice for the same issue which is the battery. And now that's on b/o. Customer wants a new car.
	***** I2R Review ***** Case Escalated to I2R ***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
	: User Comment by : Called Customer informing the customer that the case has been escalated up to for special and I will be the Case Manager that will assist them while the vehicle is going through the diagnosis/repair process up to, if applicable, the resolution process. Provided customer with case and phone number to return my call at their earliest convenience.
	: User Comment by : Called # regarding the back ordered battery. Spoke with regarding the back ordered battery. This vehicle is in for repair - To at SIMI Valley says yes this battery is on back-order. There is one 30 day and they are having a hard time getting the part. Star has order this part and is noted in the case. I called the dealership back to get a special # to try and expedite the part.
10/25/2019	: User Comment by : Send ME order part. I do believe that ordered this part.
	Part# 68307396 shows to have been shipped to as of to follow-up with customer on to complete Initial call
	Called dealership the part has not come in today. Parts will give me a call tomorrow when and if it shows up. Gave him my direct number. If not my follow up will be . Called customer @ regarding the Parts has not arrived will follow up no later than
	>> Parts Specialist to see if a Tracking number is available on the Battery ** to follow-up with customer on regarding Parts status
	Customer does not want to wait for the battery anymore, its been over a month and dont want to wait possibly another month for a battery to come. He wants to t the process for lemon for the vehicle to brought back. Customer wants to call back and hasn't been spoken to since three weeks. Customer wants you to call him back on this number[].
	Phones are down..Emailed for a status if He has one on the Part arrival. Waiting on response from dealership at this time. Follow up
	: User Comment by : Spoke with the parts manager at the dealership. There has been not movement on the shipment, however the part has been invoiced at this time as of . No ETA as of today. Will call customer and give status. ***** Called customer at @ for a return call regarding back ordered special battery. Follow up 11:29:10 AM: User Comment by : Called Simi Valley LVM for SA to find out if the exchange order has been received and if so has the vehicle been repaired. Awaiting for ship to return call.
11/06/2019	Parts status till waiting to hear back Parts Exped team regarding Tracking information for Battery ** to follow-up with customer on regarding
	Called Customer @ regarding the exchange order on the Battery. LVM and will follow up with dealership on
	>> Called and spoke to Parts Advisor Tom at who advised that the Battery has arrived. Writer has notified and Parts Specialist JN1068. ** to follow-up with customer today regarding parts status
	Called Customer to find out if the vehicle has been repaired. I am unable to get the SA on the phone. LVM for customer to return call. Follow up will be
	Called ship vehicle spoke with the vehicle should be ready for pick up today. Called customer LVM regarding this information. Awaiting a call back from the customer. Once Ro is closed the dealership will send me the RO. Follow up on
	Called customer and he states the vehicle seems to be working fine, however he just picked it up on . He would like to drive the vehicle awhile in order to verify the repair. Sent for Compensation status. Follow up will be 11/22/2019.
	Called to speak with SA regarding the updated RO on this vehicle. Needing to update with the correct dates and the amount of the warranty/exchange battery. is sending the closed RO for me to update the history. Once history is complete then send back to CRO review.
	Called Customer @ for a return call regarding the final resolution at this time on the case. Will follow up with customer on
	*** with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact directly at 214-583-2116, Home CST; FAX is ATTN: . Thank you. ***
	Called customer at phone# advising case has been re-assigned to me, provide my name and phone# for questions. Advised I'll like to proceed with his case and to reach out to me for further assistance.
	VM from customer requested callback to cellphone to discuss compensation. ***** Called customer at phone# following up on case and VM. Advised to verify repair satisfaction from last visit to BCR in order to proceed with Monetary compensation and to let me know what is the best time to reach him.

	returned to me, after which should allow about 3 weeks to get his check in the mail. Customer understood and verified vehicle is registered under middle name is [REDACTED] but will send me copy of the registration to make sure the offer letter is made under the appropriate name. States [REDACTED]
	Called customer at [REDACTED] following up on sending in proof of ownership.
	Called customer at phone# [REDACTED] following up on sending in proof of ownership. Customer requested to remove [REDACTED]. Sent him E-mail again to [REDACTED]. Customer confirmed to have received it states will send me the needed document today.
12/11/2019	Called customer at phone# [REDACTED] following up on E-mailed offer letter and VM with request to call him back to answer more questions regarding the offer letter. Customer wanted to know if he could no longer hold Chrysler liable if he signed this and a few months later he's involved in an accident due to previously mentioned vehicle issues. Advised for [REDACTED] as he describes he might want to seek legal counseling however, the offer [REDACTED] warranty of the vehicle. [REDACTED] the letter more and should have a response for me by tomorrow.
	Called customer at phone# [REDACTED] following up on received E-mail. Advised to return my call to further discuss what can be done for him. (Verified if an attorney has been hired for this case. If not, advise the case can be reviewed for the best possibly available extended warranty but the amount to be offered remains the same. If not willing to compromise on the offer verify if not looking to keep the vehicle as the case may still be reviewed for possible Buyback.)
	Called customer at phone# [REDACTED] following up on case. Advised to contact me for further assistance.
	Called customer at phone# [REDACTED] advised in an effort to further address his case a new CM will be reaching out to him within 1-2 business days.
	91L/96Q Review Case Escalated to CRT** Reviewed warranty history at customer request. Writer determined this should be escalated to CRT for case management. Assigned CAIR to CRT.
	per [REDACTED] the vehicles had 2 [REDACTED] in the same concern and issues still exist. VOR 87 days.
	Called customer and [REDACTED] letting the customer know that I will be handling his case. I left my contact information for a call back.
	Nissani Bros. Chrysler Dodge Jeep Ram is suppose to call me back to send me RO's. Simi Valley is sending me the customers RO's.
	Called customer and [REDACTED] to have them give me a call back regarding whether or not they have accepted the previous offer for a \$4000 cash and keep. I would like to re-offer this amount along with a service contract if the customer would be willing to accept.
12/26/2019	Called customer back after he emailed me and I extended the offer for the \$4000 cash and keep and I also told him I would add a maxcare service contract to his vehicle as well for peace of mind moving forward. He asked if I could email him and then he would like to speak with his wife and then he will reach back out to me.
	Customer accepted the \$4000 cash and keep and the service contract. I will add the service contract to their VIN and then we will do the cash and keep the week of [REDACTED] when the customer returns home.
01/06/2020	Called customer and [REDACTED] asking if all is good for me to submit his cash and keep. Let him know the service contract has been added to his vehicle and asked for a confirmation call back.
	Cash and keep template approved. Case okay to close.

Email(s) [REDACTED]

Date	11/04/2019	Subject	Lemon law [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	11/04/2019 21:04 PM
Mr. Graves,			
This is [REDACTED] your case manager. I have left a voice mail for you to return my call regarding the back-order part. Our phone system is down and I will reach out to you on [REDACTED]			
Thank you,			
[REDACTED]			
Chrysler Resolution Team			
Direct			
Fax: [REDACTED]			

Date		Subject	Case	for 2019 Chrysler Pacifica	
From		To		Sent Date/Time	
Hello,					
Please find the documents we discussed by replying to this E-mail.					
Thank you,					
FCA Resolution Team					
Phone:					
Fax: ATTN:					

Date		Subject	Case	for 2019 Chrysler Pacifica
From		To		
Hello,				
Please see the documents we discussed by replying to this E-mail.				
Thank you,				
FCA Resolution Team				
Phone:				
Fax: ATTN:				

Date		Subject	Re: Case		for 2019 Chrysler Pacifica			
From		To				Sent Date/Time		17:30 PM
Hi								
I just replied via a separate email string. Can you please confirm receipt of that email.								
Th								
Brad								
Sent from my iPhone								
> On Dec 3, 2019, at 9:20 AM, Chrysler Customer Care <								
>								
> wrote:								

Date	12/04/2019	Subject	[REDACTED] Chrysler [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	12/04/2019 22:49 PM
[REDACTED]			

Thank you,

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

From: [REDACTED]

Sent:

Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

Hi [REDACTED]

I just replied on a separate email string. Can you please [REDACTED]

Thank you,

Sent from my iPhone

> On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

Date		Subject	Re: Pacifica []
From		To	Sent Date/Time

Attached is the registration. Please confirm receipt.

> On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

> Hello,

> I did not receive it. Please submit discussed documents [REDACTED]

> Thank you,

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

> From: [REDACTED] >]

> Sent:

> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

> Hi [REDACTED]

> I just replied on a separate email string. Can you please [REDACTED]

> Thank you,

> Sent from my iPhone

> > On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> >> wrote:

Date		Subject	Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]		
From		To		Sent Date/Time	

[REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED]

email. If you are unable to scan, please fax the signed form to my attention at [REDACTED]. Please note that we cannot accept an Electronic Signature.
I'm glad that you're satisfied with your vehicle repair and it's been my pleasure to assist you.

Respectfully,

[REDACTED]

FCA Resolution Team

Phone:

Fax: [REDACTED] ATTN: [REDACTED]

Hours: Monday - Friday [REDACTED] - [REDACTED] CST

[REDACTED] Message

Front: [REDACTED] [REDACTED]

Sent:

To: [REDACTED] [REDACTED]

Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

Attachment: [REDACTED]. Please confirm receipt.

[REDACTED]

> On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

>

> Hello,

> I did not receive it. Please submit discussed documents by replying to this E-mail.

> Thank you,

>

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

> From: [REDACTED] >]

> Sent:

> To: [REDACTED] >

> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

> [REDACTED]

> Hi [REDACTED]

> I just replied on a separate email string. Can you please [REDACTED]

> [REDACTED]

> Thanks

> [REDACTED]

>

>

>

>

> Sent from my iPhone

> On Dec 3, 2019, at 9:20 AM, Chrysler Customer Care <[REDACTED]>

>> wrote:

>

>

>

Date	12/05/2019	Subject	Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time 12/05/2019 22:08 PM

[REDACTED]

[REDACTED]

[REDACTED]

on [REDACTED] while still under warranty. I'm a bit confused when it says "Hold the above parties harmless from all further claims relating to this claim on the subject vehicle".

Thanks,

On [REDACTED] at [REDACTED] Chrysler Customer Care <[REDACTED]> wrote:

> Hello,
> [REDACTED]
> Attached you will find your Release Agreement/Monetary Compensation Offer
> as we discussed. Please review carefully before signing and returning it to
> me via this email. If you are unable to scan, please fax the signed form to
> my attention at [REDACTED]. *Please note that we cannot
> accept an Electronic Signature*. I'm glad that you're satisfied with
> your vehicle repair and it's been my pleasure to assist you.

> Respectfully, [REDACTED]

> Resolution Team

> Phone: [REDACTED]

> Fax: [REDACTED] ATTN: [REDACTED]

> Hours: Monday - Friday [REDACTED]

> [REDACTED] Original Message

> From: [REDACTED] [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

> Attachment: [REDACTED]. Please confirm receipt.

> On [REDACTED], at 2:49 PM, Chrysler Customer Care <[REDACTED]>
> wrote:

> Hello,

> I did [REDACTED] it. Please submit discussed documents by replying to
> this email.

> Thank you,

> [REDACTED] Original Message

> From: [REDACTED] <mailto:[REDACTED]>

> Sent: 12/3/2019 12:30 PM

> To: [REDACTED] <mailto:[REDACTED]>

> Subject: [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

> [REDACTED]

> [REDACTED]

> Hi [REDACTED]

> [REDACTED]

> I just replied on a separate email string. Can you please confirm
> receipt of that email.

> Thanks

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

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> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

Date	12/09/2019	Subject	Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time 12/09/2019 21:53 PM

[REDACTED]

[REDACTED]

[REDACTED]

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

From: [REDACTED]
Sent: 12/5/2019 5:08 PM
To: [REDACTED]
Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

Hi [REDACTED]

Can you please clarify the paragraph in the release agreement is saying that if the new battery stops working that I can't have it repaired or replaced while still under warranty? I'm a bit confused when it states "hold the above parties harmless from all further claims relating to this claim on the subject vehicle".

Thanks,

[REDACTED]

On Thu, Dec 5, 2019 at 11:32 AM Chrysler Customer Care <[REDACTED]> wrote:

> Hello,
>
> [REDACTED] Agreement/Monetary Compensation Offer
> as we discussed. Please review carefully before signing and returning it to
> me via this email. If you are unable to scan, please fax the signed form to
> my attention Brenda at [REDACTED]. *Please note that we cannot
> accept an Electronic Signature*. I'm glad that you're satisfied with
> your vehicle repair and it's been my pleasure to assist you.

> Respectfully, [REDACTED]

> FCA Resolution Team

> Phone: [REDACTED]

> Fax: [REDACTED] ATTN: [REDACTED]

> Hours: Monday - Friday 9:30 am - 6:00 pm CST

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

> From: [REDACTED]
> Sent: [REDACTED] 27 PM
> To: [REDACTED]
> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

> Attached is the registration. Please confirm receipt.
> [REDACTED]

> On Dec 4, 2019, at 2:49 PM, Chrysler Customer Care <[REDACTED]>
> wrote:

> Hello,

> I did not receive it. Please submit discussed documents by replying to
> [REDACTED]

> Thank you,

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

> From: [REDACTED]
> To: [REDACTED]

> Sent: [REDACTED]
> Subject: [REDACTED]

> [REDACTED]

> Hi [REDACTED]

> I just replied on a separate email string. Can you please confirm
> [REDACTED]

> Thanks

> Sent from my iPhone

> On Dec 3, 2019, at 9:20 AM, Chrysler Customer Care <[REDACTED]>
> wrote:

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Date	12/13/2019	Subject	Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]	
From		To		Sent Date/Time 12/13/2019 17:12 PM

2. [REDACTED] of extended basic warranty on the car to 10 years/120,000 miles

Thanks,

> On [REDACTED] at [REDACTED] <[REDACTED]> wrote:

> Hi [REDACTED]
> Can you please tell me if the 3rd paragraph in the release agreement is saying that if the new battery stops working that I can't have it repaired or replaced while still under warranty? I'm a bit confused when it says "hold the above parties harmless from all further claims relating to this claim on the subject vehicle".

> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

> Th [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

>> On [REDACTED] at 11:32 AM Chrysler Customer Care <[REDACTED]> wrote:

>> [REDACTED]

>> [REDACTED]

>> [REDACTED]

>> Attached you will find your Release Agreement/Monetary Compensation Offer as we discussed. Please review carefully before signing and returning it to me via this email. [REDACTED] to scan, please fax the signed form to [REDACTED]. Please note that we cannot accept an Electronic Signature. I'm glad that you're satisfied with your vehicle repair and it's been my pleasure to assist you.

>> [REDACTED]

>> [REDACTED]

>> Respectfully,

>> [REDACTED] [REDACTED]

>> FCA Resolution Team

>> Phone:

>> Fax: [REDACTED] ATTN: [REDACTED]

>> Hours: Monday - Friday [REDACTED]

>> [REDACTED] Original Message [REDACTED]

>> From: [REDACTED] [REDACTED]

>> Sent: [REDACTED]

>> To: [REDACTED] [REDACTED]

>> Subject: Re: Case [REDACTED] 2 [REDACTED] Pacifica [REDACTED]

>> Attach [REDACTED] s [REDACTED] ipt.

>> [REDACTED] [REDACTED]

>> [REDACTED] [REDACTED]

>> > On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

>> > [REDACTED]

>> > Hello,

>> > [REDACTED]

>> > I did not receive it. Please submit discussed documents by replying to this E-mail.

>> > [REDACTED] [REDACTED]

>> > Thank you,

>> > [REDACTED]

>> > Original Message [REDACTED]

>> > From: [REDACTED] [REDACTED] <mailto:[REDACTED]> >]

>> > Sent: 12/3/2019 12:30 PM

>> > To: [REDACTED] <mailto:[REDACTED]> >]

>> > Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

>> > [REDACTED]

>> > Hi [REDACTED] [REDACTED] [REDACTED]

>> > [REDACTED]

>> > I just [REDACTED] an you [REDACTED]

>> > [REDACTED]

>> > Thanks

>> > [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]

Date	Subject	Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
From	To	Sent Date/Time

Hi [REDACTED]

I was checking to see if you received my last email. I am out of the country on business and forgot my cell phone so the only way to communicate until Friday is via email.

Th [REDACTED]

Sent from my iPhone

> On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

> The offer does not affect the warranty of the vehicle and it is referring to thus far addressing your issues with the vehicle.

> Best Regards,

> [REDACTED] [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> Car [REDACTED] in the release agreement is
> saying that if the new battery stops working that I can't have it repaired
> or replaced while still under warranty? I'm a bit confused when it states
> "The above parties harmless from all further claims relating to this
> claim on the subject vehicle".

> Thanks,

> On [REDACTED] at [REDACTED] Chrysler Customer Care <
> [REDACTED] wrote:

>> Hello,

>> [REDACTED] Agreement/Monetary Compensation Offer
>> as we discussed. Please review carefully before signing and returning it to
>> me via this email. If you are unable to scan, please fax the signed form to
>> my attention at [REDACTED]. *Please note that we cannot
>> accept an Electronic Signature*. I'm glad that you're satisfied with
>> your vehicle repair and it's been my pleasure to assist you.

>> Respectfully, [REDACTED]

>> FCA Resolution Team

>> Phone:

>> Fax: ATTN:

>> [REDACTED] Monday - Friday 9:30 am - 6:00 pm CST

>> Original Message

>> From: [REDACTED]

>> Sent: [REDACTED] 27 PM [REDACTED]

>> To: [REDACTED]
>> [REDACTED] 2019 Chrysler Pacifica [REDACTED]

>> Attached is the registration. Please confirm receipt.

>>> On Dec 4, 2019, at 2:49 PM, Chrysler Customer Care <
>>> [REDACTED] wrote:

>>> Hello,

>>> I did not receive it. Please submit discussed documents by replying to
>>> [REDACTED]

>>> Thank you,

>>> Original Message

>>> From: [REDACTED] <mailto:[REDACTED]>

>>> Sent: 12/3/2019 12:30 PM

>>> [REDACTED] <mailto:[REDACTED]>

>>> Subject: [REDACTED] 2019 Chrysler Pacifica [REDACTED]

>>> [REDACTED].ayp:ref]

>>> Hi [REDACTED]

>>> I just replied on a separate email string. Can you please confirm

>>> receipt of that email.

>>> Thank you,

>>> [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]

Date	Subject	Case	for 2019 Chrysler Pacifica
From	To	Sent Date/Time	

Hello,

The case can be reviewed for the best possibly available extended warranty which won't necessarily be the extended warranty you seek, and the amount to be offered remains [REDACTED] If that doesn't work for you and you're not looking to keep the vehicle the case may still be reviewed for possible Buyback.

Best Regards,

Original Message

From: [REDACTED]

Sent: 12/16/2019 3:59 PM

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I was [REDACTED] last email. I am out of the country on business and forgot my cell phone so the only way to communicate until Friday is via email.

Thank you,

Sent from my iPhone

> On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

> The offer does not affect the warranty of the vehicle and it is referring to thus far addressing your issues with the vehicle.

> Best Regards,

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

> From: Brad [REDACTED]

> Sent: 12/5/2019 5:08 PM

> To: [REDACTED]

> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

> Hi [REDACTED]

> Can you please follow up if the 2nd paragraph in the release agreement is

> saying that if the new battery stops working that I can't have it repaired

> or replaced while still under warranty? I'm a bit confused when it states

> "hold the above parties harmless from all further claims relating to this

> claim on the subject vehicle".

> Thanks,

> On [REDACTED] at [REDACTED], Chrysler Customer Care <[REDACTED]>
> wrote:

> Hello,

> [REDACTED] Agreement/Monetary Compensation Offer

> as we discussed. Please review carefully before signing and returning it to

> me via this email. If you are unable to scan, please fax the signed form to

> my attention at [REDACTED]. *Please note that we cannot

> accept an Electronic Signature*. I'm glad that you're satisfied with

> your vehicle repair and it's been my pleasure to assist you.

> Respectfully, [REDACTED]

> FCA Resolution Team

> Phone:

> Fax: ATTN:

> Hours: Monday - Friday 9:30 am - 6:00 pm CST

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

> From: Brad [REDACTED]

> Sent: 12/3/2019 12:30 PM

> To: [REDACTED]

> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

> Attached is the registration. Please confirm receipt.

> On Dec 4, 2019, at 2:49 PM, Chrysler Customer Care <[REDACTED]>
> wrote:

> Hello,

> I did not receive it. Please submit discussed documents by replying to
> this E-mail.

> Thank you,

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

> [REDACTED] [REDACTED] <mailto:[REDACTED]>

> Sent: 12/3/2019 12:30 PM

> To: [REDACTED] <mailto:[REDACTED]>

> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

> [REDACTED]

> Hi [REDACTED]

> I just replied on a separate email string. Can you please confirm
> receipt of that email.

> Thanks,

> Sent from my iPhone

>>
>
>
>
>

Date	Subject	Re: Case	for 2019	Pacifica [	]
From	To	Sent Date/Time			

Hi

I wanted to let you know that we had also contracted the National Center for Dispute Resolution back in early November regarding the possible need to seek [REDACTED] to [REDACTED]'s in ability to [REDACTED] repair the car in a timely fashion. The board met on [REDACTED] and ruled that our request for replacement as been awarded.

While the car has been repaired and is functioning properly it has put a bad taste in my mouth regarding [REDACTED]. We have always owned Honda's but decided to take a chance on [REDACTED] because we really like the look and the technology of the car. We were also very interested in getting a hybrid and [REDACTED] was the only manufacturer that has a hybrid minivan.

I was unhappy with the level of customer service I received for the following reasons:

I was extremely unhappy with the performance of [REDACTED]'s customer service for the following reasons:

1. The original Stericycle rep [REDACTED] was very unresponsive. She would call my house phone only. I left multiple messages for her to call my cell phone because she would only call during the day and I work (like most people). There would be weeks that would go by where I did not receive any phone calls back. Even when she did leave messages (on my house phone) there was not any helpful information regarding the status of the repair. I even called the main number and told them to remove my house phone number from my file and that still didn't do anything.
2. When the dealership "worked" on my car the first time they didn't even charge the battery and drive the car on the battery even though they were told from the beginning that the error message was "Service Charging System". They reset the car and test drove it only using the gas engine. I charged it the same day I received it back and had the exact same issue as what it was sent to them previously to fix.
3. When I returned the vehicle it took them another 2 weeks to even figure out what the problem was.
4. I called and visited the dealership multiple times and no one could tell me where the replacement battery was or when it would arrive. This went on for 3 weeks.
5. Finally once the battery did arrive it took almost an additional 2 weeks to get the car back because parts were missing.

All of these things are not something a customer should experience with a 2 week old car. Based on this and the fact that the NCDS board has ruled in our favor to have the car replaced I would prefer the following settlement to this dispute:

1. Monetary compensation of \$10,000 which would still be cheaper for [REDACTED] vs. replacing the car. I don't feel the current offer reflects FCA taking responsibility for the level of inconvenience and lack of customer service I experienced. I would be extremely reluctant to by another car from FCA given my current experience unless I am compensated to my satisfaction.
2. An extended Basic Warranty.

[REDACTED]

I look forward to your response.

Regards,

[REDACTED]

On Tue, Dec 17, 2019 at 9:17 AM [REDACTED] Customer Care <[REDACTED]> wrote:

> Hello,
>
> The case can be reviewed for the best possibly available extended warranty which won't necessarily be the extended warranty you seek, and the amount to be offered remains the same. If that doesn't work for you and you're not looking to keep the vehicle the case may still be reviewed for possible Buyback.

> Best Regards,

> [REDACTED] Original Message [REDACTED]

> From: [REDACTED]
> Sent: [REDACTED]

> To: [REDACTED]
> Subject: Re: Case [REDACTED] for 2019 Pacifica [REDACTED]

> [REDACTED]
> Hi [REDACTED]

> I was checking to see if you received my last email. I am out of the country on business and forgot my cell phone so the only way to communicate with you is via email.

> Thanks
>

>> ? The offer does not affect the warranty of the vehicle and it is referring to thus far addressing your issues with the vehicle.

>> Best Regards,

>> _____
>> [redacted] age _____]

>> Subject: Re: Case [redacted] for 2019 Chrysler Pacifica [redacted]

>> or replaced while still under warranty? I'm a bit confused when it says
>> "hold the above parties harmless from all further claims relating to this
>> claim on the subject vehicle".

>> Thanks,

>> On Thu, Dec 5, 2019 at 11:32 AM Chrysler Customer Care <[redacted]>
>> wrote:

>>> Hello,

>>> Attached you will find your Release Agreement/Monetary Compensation

>>> as we discussed. Please review carefully before signing and returning
>>> it to
>>> me via this email. If you are unable to scan, please fax the signed
>>> form to

>>> my attention at [redacted]. *Please note that we cannot
>>> accept an Electronic Signature*. I'm glad that you're satisfied with
>>> your vehicle repair and it's been my pleasure to assist you.

>>> Respectfully,

>>> FCA Resolution Team
>>> Phone:

ATTN:

>>> Hours: Monday - Friday

>>> Original Message _____

>>> From: [redacted]]

>>> Sent: 12/5/2019 1:04 PM

>>> Subject: Re: Case [redacted] for 2019 Chrysler Pacifica [redacted]

>>> Attached is the registration release confirm receipt.

>>> On Dec 4, 2019, at 2:49 PM, Chrysler Customer Care <[redacted]>
>>> wrote:

>>>> Hello,

>>>> I did not receive it. Please submit discussed documents by replying

>>>> to

>>>> Thank you,

>>>> Original Message _____

>>>> From: [redacted] <mailto:[redacted]>

>>>> Sent: 12/3/2019 12:30 PM

>>>> To: [redacted] <mailto:[redacted]>

>>>> Subject: Re: Case [redacted] for 2019 Chrysler Pacifica [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]

Date	12/19/2019	Subject	Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	12/19/2019 21:52 PM

Hi

Can you forward this email to the new representative Eric?

Thanks [REDACTED]
[REDACTED]

Sent from my iPhone

> On Dec 19, 2019, at 10:41 AM, [REDACTED] <[REDACTED]> wrote:

> Hi [REDACTED]:

> I wanted to let you know that we had also contracted the National Center for Dispute Settlement back in early November regarding the possible need to seek replacement of our car due to Chrysler's inability to repair [REDACTED] car in a timely fashion. The board met on Dec 12th and ruled that our request for replacement as been awarded.

> We [REDACTED] car has been repaired and is functioning [REDACTED] it has put a bad taste in my mouth regarding Chrysler. We have always owned Honda's but decided to take a chance on Chrysler because we really like the look and the technology of the car. We were also very interested in getting a hybrid and Chrysler was the only manufacturer that has a hybrid minivan.

> I was unhappy with the level of customer service I received for the following reasons:

> I was extremely unhappy with the performance of Chrysler's customer service for the following reasons:

> 1. The original Stericycle rep [REDACTED] was very unresponsive. She would call my house phone only. I left multiple messages for her to call my cell phone because she would only call during the day and I work (like most people). There would be weeks that would go by where I did not receive any phone calls back. Even when she did leave messages (on my house phone) there was not any helpful information regarding the status of the repair. I even called the main number and told them to remove my house phone number from my file and that still didn't do anything.

> 2. When the dealership "worked" on my car the first time they didn't even charge the battery and drive the car on the battery even though they were told from the beginning that the error message was "Service Charging System". They reset the car and test drove it only using the gas engine. I charged it the same day I received it back and had the exact same [REDACTED] as what was sent to them previously to fix.

> 3. When I returned the vehicle it took them another 2 weeks to even figure out what the problem was.

> 4. I called and visited the dealership multiple times and no one could tell me where the replacement battery was or when it would arrive. This went on for 3 weeks.

> 5. Finally once the battery did arrive it took almost an additional 2 weeks to get the car back because parts were missing.

> All of these things are not something a customer should experience with a 2 week old car. Based on this and the fact that the NCDS board has ruled in our favor to have the car replaced I would prefer the following settlement to this dispute:

> 1. Monetary compensation of \$10,000 which would still be cheaper for Chrysler vs. replacing the car. I don't feel the current offer reflects FCA taking responsibility for the level of inconvenience and lack of customer service I experienced. I would be extremely reluctant to by another car from FCA given my current experience unless I am compensated to my satisfaction.

> 2. An extended Basic Warranty.

> I look forward to your response.

> Regards,

>> On [REDACTED] at [REDACTED] Chrysler Customer Care <[REDACTED]> wrote:

>> The case can be reviewed for the best possibly available extended warranty which won't necessarily be the extended warranty you seek, and the amount to be offered remains the same. If that doesn't work for you and you're not looking to keep the vehicle the case may still be reviewed for possible Buyback.

>> Best Regards,
>> [REDACTED]
>> [REDACTED]

>> ----- Original Message -----
>> From: [REDACTED]

>> Sent:

>> To:

>> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

>> Hi [REDACTED]:

>> I was [REDACTED] you received my last email. I am out of the country on business and forgot my cell phone so the only way to communicate until Friday is via email. [REDACTED]

>> Thanks [REDACTED]

>> Sent from my iPhone

>> On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

>> [REDACTED] offer does not affect the warranty of the vehicle and it is referring to thus far addressing your issues with the vehicle.

>> Best Regards,

>> [REDACTED]
>> [REDACTED]

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

>> From: [REDACTED]

>> Sent: 12/5/2019 5:08 PM

[REDACTED]
[REDACTED]
[REDACTED]

>>> say [REDACTED] that I can't have it repaired
>>> or replaced while still under warranty? I'm a bit confused [REDACTED]
>>> "hold the above parties harmless from all further claims relating to this
>>> claim [REDACTED] the subject vehicle".
>>>
>>> Thanks,
>>>
>>>
>>>
>>>
>>> On [REDACTED] at [REDACTED] Chrysler Customer Care <
>>> [REDACTED] wrote:
>>> [REDACTED]
>>> Hello,
>>>
>>>
>>> A [REDACTED] and [REDACTED] base Agreement/Monetary Compensation Offer
>>> [REDACTED] before signing and returning it to
>>> me via this email. If you are unable to scan, please fax the signed form to
>>> my attention at [REDACTED]. *Please note that we cannot
>>> accept an Electronic Signature*. I'm glad that you're satisfied with
>>> your vehicle repair and it's been my pleasure to assist you.
>>>
>>>
>>> Respectfully,
>>> [REDACTED]
>>>
>>> FCA Resolution Team
>>> Phone: [REDACTED]
>>> ATTN: [REDACTED]
>>> Hours: Monday - Friday [REDACTED]
>>> [REDACTED] Original Message [REDACTED]
>>> From: [REDACTED]
>>> Sent: [REDACTED]
>>> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
>>>
>>> Attach [REDACTED] s [REDACTED] ipt.
>>> [REDACTED]
>>> [REDACTED]
>>> [REDACTED] Chrysler Customer Care <
>>> [REDACTED] wrote:
>>>
>>> Hello,
>>>
>>> I did not receive it. Please submit discussed documents by replying to
>>> this E [REDACTED]
>>> [REDACTED]
>>> Thank you,
>>>
>>> Original Message [REDACTED]
>>> From: [REDACTED] <mailto:[REDACTED]>
>>> [REDACTED]
>>> Sent: 12/3/2019 12:30 PM
>>> To: [REDACTED] <mailto:[REDACTED]>
>>> [REDACTED]
>>> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
>>> [REDACTED]
>>> [REDACTED]
>>> Hi
>>> [REDACTED]
>>> [REDACTED] ing. Can you please confirm
>>> receipt of that email.
>>> [REDACTED]
>>> Thanks
>>> [REDACTED]
>>>
>>>
>>>
>>> Sent from my iPhone
>>>
>>> On Dec 3, 2019, at 9:20 AM, Chrysler Customer Care <
>>> [REDACTED] <mailto:[REDACTED]>
>>> [REDACTED]
>>> >> wrote:
>>>
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>>>
>>> [REDACTED]
>>> [REDACTED]

Date	12/19/2019	Subject	Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time 12/19/2019 22:06 PM

Now that your case has been escalated up to me, all emails through this account will be coming to me. I have briefly reviewed your case before I left you the voicemail. I can assure you that I will do everything in my power to settle your case in the most suitable way. [REDACTED]

I would [REDACTED] the vehicle and if it [REDACTED] y issues? If the vehicle is in your procession and operating as designed, I [REDACTED] review your case documents and get back with you in a day or two in regards to what we can do for you in terms of goodwill.

If you have any questions or concerns please feel free to send me an email or call me at ([REDACTED]) and your case number is [REDACTED]. Please be mindful the holidays are upon us this coming week but I will still be checking emails and cases and working periodically.

[REDACTED]

From:]
Sent:
To:
Subject: Re: Case [REDACTED] for 2019 Chrysler [REDACTED]

Hi [REDACTED]
Can you [REDACTED] to the new representative Eric?

Thanks [REDACTED]
[REDACTED]

Sent from my iPhone

> On [REDACTED], at [REDACTED], <[REDACTED]> wrote:

> Hi [REDACTED]:
> I wanted to let you know that we had also contracted the National Center for Dispute Settlement back in early November regarding the possible need to seek replacement of [REDACTED] car [REDACTED] [REDACTED] [REDACTED] car in a timely fashion. The board met on [REDACTED] and ruled that our request for replacement as been awarded.

> With [REDACTED] car has been repaired and is functioning properly it has put a bad taste in my mouth regarding Chrysler. We have always owned Honda's but decided to take a chance on Chrysler because we really like the look and the technology of the car. We were also very interested in getting a hybrid and Chrysler was the only manufacturer that has a hybrid minivan.

> I was unhappy with the level of customer service I received for the following reasons:
> I was extremely unhappy with the performance of Chrysler's customer service for the following reasons:

- > 1. The original Stericycle rep [REDACTED] was very unresponsive. She would call my house phone only. I left multiple messages for her to call my cell phone because she would only call during the day and I work (like most people). There would be weeks that would go by where I did not receive any phone calls back. Even when she did leave messages (on my house phone) there was not any helpful information regarding the status of the repair. I even called the main number and told them to remove my house phone number from my file and that still didn't do anything.
- > 2. When the dealership "worked" on my car the first time they didn't even charge the battery and drive the car on the battery even though they were told from the beginning that the error message was "Service Charging System". They reset the car and test drove it only using the gas engine. I charged it the same day I received it back and had the exact same issue as what is was sent to them previously to fix.
- > 3. When I returned the vehicle it took them another 2 weeks to even figure out what the problem was.
- > 4. I called and visited the dealership multiple times and no one could tell me where the replacement battery was or when it would arrive. This went on for 3 weeks.
- > 5. Finally once the battery did arrive it took almost an additional 2 weeks to get the car back because parts were missing.

> All of these things are not something a customer should experience with a 2 week old car. Based on this and the fact that the NCDS board has ruled in our favor to have the car replaced I would prefer the following settlement to this dispute:

- > 1. Monetary compensation of \$10,000 which would still be cheaper for Chrysler vs. replacing the car. I don't feel the current offer reflects FCA taking responsibility for the level of inconvenience and lack of customer service I experienced. I would be extremely reluctant to by another car from FCA given my current experience unless I am compensated to my satisfaction.
- > 2. An extended Basic Warranty.

> I look forward to your response.

> Regards,

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>
>

>> On [REDACTED] at [REDACTED] Chrysler Customer Care <[REDACTED]> wrote:

>> The case can be reviewed for the best possibly available extended warranty which won't necessarily be the extended warranty you seek, and the amount to be offered remains the same. If that doesn't work for you and you're not looking to keep the vehicle the case may still be reviewed for possible Buyback.

>> Best [REDACTED]
>> [REDACTED]
>> ----- Original Message -----

>> From: [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Subject: Re: Case [REDACTED] for 2019 Chrysler [REDACTED]
>> Hi [REDACTED]:

>> I was [REDACTED] you received my last email. I am out of the country on business and forgot my cell phone so the only way to communicate until Friday is via email. [REDACTED]

>> Thanks [REDACTED]
>> [REDACTED]
>>
>>

>> Sent from my iPhone

>> > On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

>> [REDACTED] offer does not affect the warranty of the vehicle and it is referring to thus far addressing your issues with the vehicle.

>> > Best Regards,

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

>> > From: [REDACTED]
>> > Sent: 5:08 PM
>> > Subject: Re: Case [REDACTED] for 2019 Chrysler [REDACTED]
>> >

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

>>> cla[REDACTED] the subject vehicle".
>>>
>>> Thanks,
>>>
>>>
>>>
>>> On [REDACTED] at [REDACTED] Ch [REDACTED] Customer Care <
>>> [REDACTED] > wrote:
>>> [REDACTED]
>>> Hello,
>>>
>>> Attached document will find your Release Agreement/Monetary Compensation Offer
>>> [REDACTED] carefully before signing and returning it to
>>> me via this email. If you are unable to scan, please fax the signed form to
>>> my attention at [REDACTED]. *Please note that we cannot
>>> accept an Electronic Signature*. I m glad that you re satisfied with
>>> your vehicle repair and it s been my pleasure to assist you.
>>>

>>> Respectfully,
>>> [REDACTED]
>>> FCA Resolution Team
>>> Phone:
>>> Fax: [REDACTED] ATTN:
>>> Hours: Monday - Friday [REDACTED]
>>> [REDACTED] Original Message
>>> From: [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Case [REDACTED] for 2019 Ch [REDACTED] Pacifica [REDACTED]

>>> Attached is the registration. Please confirm receipt.
>>> [REDACTED]
>>> [REDACTED]
>>> [REDACTED]
>>> [REDACTED] Ch [REDACTED] Customer Care <
>>> [REDACTED] > wrote:

>>> Hello,
>>>
>>> I did not receive it. Please submit discussed documents by replying to
>>> this Email.
>>> [REDACTED]
>>> Thank you,
>>> [REDACTED]

>>> Original Message
>>> From: [REDACTED] <mailto:[REDACTED]>
>>> Sent: 12/3/2019 12:30 PM
>>> To: [REDACTED] <mailto:[REDACTED]>
>>> Subject: Re: Case [REDACTED] for 2019 Ch [REDACTED] Pacifica [REDACTED]
>>> [REDACTED]
>>> Hi

>>> [REDACTED]
>>> [REDACTED]ing. Can you please confirm
>>> receipt of that email.
>>> [REDACTED]
>>> Thanks
>>> [REDACTED]

>>> Sent from my iPhone
>>>
>>> On Dec 3, 2019, at 9:20 AM, Ch [REDACTED] Customer Care <
>>> [REDACTED] <mailto:[REDACTED]>
>>> >> wrote:

Date	Subject	Re: Case [REDACTED] for 2019 Ch [REDACTED] Pacifica [REDACTED]
From	To	Sent Date/Time

Hi
The car is in my possession and is currently functioning as expected and I am not experiencing any issues. The only thing is just the bit of anxiety that my wife and I still experience while driving the car thinking will the car shutdown on us or anytime an unexpected noise happens we think oh oh what s wrong now

Thanks [REDACTED]
[REDACTED]

Sent from my iPhone
> On [REDACTED], at [REDACTED], Ch [REDACTED] Customer Care <
[REDACTED] > wrote:

[REDACTED] [REDACTED] [REDACTED] [REDACTED]

I would just like to know if you currently have the vehicle and if it is currently experiencing any issues? If the vehicle is in your possession and operating as designed, I will review your case documents and get back with you in a day or two in regards to what we can do for you in terms of goodwill.

> If you have any questions or concerns please feel free to send me an email or call me at () and your case number is . Please be mindful the holidays are upon us this coming week but I will still be checking emails and cases and working periodically.

> Thank you,
> Eric

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

> From: []

> Sent: 12/19/2019 4:52 PM

> To:

> Subject: Re: Case for 2019 Pacifica

> Hi

> Can you forward this email to the new representative Eric?

> Thanks

> Robert

> Sent from my iPhone

>> On Dec 19, 2019, at 10:41 AM, < > wrote:

>> ?

>> Hi

>> I wanted to let you know that we had also contracted the National Center for Dispute Settlement back in early November regarding the possible need to seek replacement of our car due to 's inability to diagnose and repair the car in a timely fashion. The board met on and ruled that our request for replacement as been awarded.

>> While the car has been repaired and is functioning properly it has put a bad taste in my mouth regarding . We have always owned Honda's but decided to take a chance on because we really like the look and the technology of the car. We were also very interested in getting a hybrid and was the only manufacturer that has a hybrid minivan.

>> I was unhappy with the level of customer service I received for the following reasons:

>> I was extremely unhappy with the performance of 's customer service for the following reasons:

1. The original Service rep was very unresponsive. She would call my house phone only. I left multiple messages for her to call my cell phone because she would only call during the day and I work (like most people). There would be weeks that would go by where I did not receive any phone calls back. Even when she did leave messages (on my house phone) there was not any helpful information regarding the status of the repair. I even called the main number and told them to remove my house phone number from my file and that still didn't do anything.

>> 2. When the dealership "worked" on my car the first time they didn't even charge the battery and drive the car on the battery even though they were told from the beginning that the error message was "Service Charging System". They reset the car and test drove it only using the gas engine. I charged it the same day I received it back and had the exact same issue as what was sent to them previously to fix.

>> 3. When I returned the vehicle it took them another 2 weeks to even figure out what the problem was.

>> 4. I called and visited the dealership multiple times and no one could tell me where the replacement battery was or when it would arrive. This went on for 3 weeks.

>> 5. Finally once the battery did arrive it took almost an additional 2 weeks to get the car back because parts were missing.

>> All of these things are not something a customer should experience with a 2 week old car. Based on this and the fact that the NCDS board has ruled in our favor to have the car replaced I would prefer the following settlement to this dispute:

>> 1. Monetary compensation of \$10,000 which would still be cheaper for vs. replacing the car. I don't feel the current offer reflects FCA taking responsibility for the level of inconvenience and lack of customer service I experienced. I would be extremely reluctant to buy another car from FCA given my current experience unless I am compensated to my satisfaction.

>> 2. An extended Basic Warranty.

>> I look forward to your response.

>> Regards,

>> On Tue, Dec 17, 2019 at 9:17 AM Customer Care < > wrote:

>> Hello,

>> The case can be reviewed for the best possibly available extended warranty which won't necessarily be the extended warranty you seek, and the amount to be offered remains the same. If that doesn't work for you and you're not looking to keep the vehicle the case may still be reviewed for possible Buyback.

>> Best Regards,

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

>> From: []

>> Sent: 12/16/2019 3:59 PM

>> To:

>> Subject: Re: for 2019 Pacifica

I was checking to see if you received my last email. I am out of the country on business and forgot my cell phone so the only way to communicate until Friday is via email.

>> Thanks

>> Sent from my iPhone

>>> On , at , Customer Care < > wrote:

>>> ? The offer does not affect the warranty of the vehicle and it is referring to thus far addressing your issues with the vehicle.

>>> Sent: 12/5/2019 5:08 PM
>>> To: [REDACTED]
>>> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
>>>
>>> Hi [REDACTED]
>>>
>>> Can you please tell me if the 3rd paragraph in the release agreement is
>>> saying that if the new battery stops working that I can't have it repaired
>>> or replaced while still under warranty? I'm a bit confused when it says
>>> "hold the above parties harmless from all further claims relating to this
>>> claim on the subject vehicle".
>>>
>>> Thanks,
>>>
>>>
>>>
>>>
>>> On [REDACTED] at [REDACTED] Chrysler Customer Care <[REDACTED]>
>>> wrote:
>>> [REDACTED]
>>>
>>>
>>> Attached you will find your Release Agreement/Monetary Compensation Offer
>>> as [REDACTED] carefully before signing and returning it to
>>> [REDACTED]. If you are unable to scan, please fax the signed form to
>>> my attention at [REDACTED]. *Please note that we cannot
>>> accept an Electronic Signature*. I'm glad that you're satisfied with
>>> your vehicle repair and it's been my pleasure to assist you.
>>>
>>> Respectfully,
>>> [REDACTED]
>>>
>>> FCA Resolution Team
>>> Phone: [REDACTED]
>>> Fax: [REDACTED] ATTN:
>>>
>>> Hours: Monday - Friday [REDACTED]
>>> Original Message
>>> From: [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
>>>
>>> Attached is the registration. Please confirm receipt.
>>> [REDACTED]
>>>
>>> On Dec 4, 2019, at 2:49 PM, Chrysler Customer Care <[REDACTED]>
>>> wrote:
>>>
>>> Hello,
>>>
>>> I did not receive it. Please submit discussed documents by replying to
>>> this E-mail.
>>>
>>> Thank you,
>>> [REDACTED]
>>>
>>> Original Message
>>> From: [REDACTED] <mailto:[REDACTED]>
>>> Sent: 12/3/2019 12:30 PM
>>> To: [REDACTED] <mailto:[REDACTED]>
>>>
>>> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
>>>
>>> [REDACTED]
>>>
>>> I just [REDACTED] can you please confirm
>>> [REDACTED]
>>>
>>> [REDACTED]
>>>
>>> Sent from my iPhone
>>>
>>> On Dec 3, 2019, at 9:20 AM, Chrysler Customer Care <[REDACTED]>
>>> wrote:
>>> [REDACTED]
>>>
>>>
>>>
>>> [REDACTED]
>>>
>>> [REDACTED]

Date			Subject	Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]	
From			To		Sent Date/Time
Okay I understand. I will review everything as I previously mentioned and get back with you in a day or two. Thank you for the information.					
[REDACTED]					

Hi

The car is functioning as expected and I am not experiencing any issues. The only thing is just the bit of anxiety that my wife and I still experience when the car thinking will the car shutdown on us or anytime an unexpected noise happens we think oh oh what's wrong now

Thanks

Sent from my iPhone

> On [REDACTED], at 2:06 PM, Chrysler Customer Care <[REDACTED]> wrote:

> Now that your case has been escalated up to me, all emails through this account will be coming to me. I have briefly reviewed your case before I left you the voicemail. I can assure you that I will do everything in my power to settle your case in the most suitable way.

> I will review your case documents and get back with you in a day or two in regards to what we can do for you in terms of goodwill.

> If you have any questions or concerns please feel free to send me an email or call me at (800)654-2486 and your case number is [REDACTED]. Please be mindful the holidays are upon us this coming week but I will still be checking emails and cases and working periodically.

> Thank you,

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

> From: [REDACTED]

> Sent:

> To:

> Subject: Re: Case [REDACTED] for 2019 Chrysler [REDACTED]

> Hi

> Can you [REDACTED] representative?

> The [REDACTED]

> Sent from my iPhone

> > On [REDACTED], at [REDACTED], <[REDACTED]> wrote:

> > Hi

> > I wanted to let you know that we had also contracted the National Center for Dispute Settlement back in early November regarding the possible need to seek replacement of our car due to Chrysler's inability to diagnose and repair the car in a timely fashion. The board met on [REDACTED] and ruled that our request for replacement was [REDACTED].

> > While the car has been repaired and is functioning properly it has put a bad taste in my mouth regarding Chrysler. We have always owned Honda's but decided to take a chance on Chrysler because we really like the look and the technology of the car. We were also very interested in getting a hybrid and Chrysler was the only manufacturer that has a hybrid minivan.

> > I was unhappy with the level of customer service I received for the following reasons:

> > I was extremely unhappy with the performance of Chrysler's customer service for the following reasons:

> > 1. The original Stericycle rep was very unresponsive. She would call my house phone only. I left multiple messages for her to call my cell phone because she would only call during the day and I work (like most people). There would be weeks that would go by where I did not receive any phone calls back. Even when she did leave messages (on my house phone) there was not any helpful information regarding the status of the repair. I even called the main number and told them to remove my house phone number from my file and that still didn't do anything.

> > 2. When the dealership "worked" on my car the first time they didn't even charge the battery and drive the car on the battery even though they were told from the beginning that the error message was "Service Charging System". They reset the car and test drove it only using the gas engine. I charged it the same day I received it back and had the exact same issue as what it was sent to them previously to fix.

> > 3. When I returned the vehicle [REDACTED] took them another 2 weeks to even figure out what the problem was.

> > 4. I called and visited the dealership multiple times and no one could tell me where the replacement battery was or when it would arrive. This went on for 3 weeks.

> > 5. Finally once the battery did arrive it took almost an additional 2 weeks to get the car back because parts were missing.

> > All of these things are not something a customer should experience with a 2 week old car. Based on this and the fact that the NCDS board has ruled in our favor to have the car replaced I would prefer the following settlement to this dispute:

> > 1. Monetary compensation of \$10,000 which would still be cheaper for Chrysler vs. replacing the car. I don't feel the current offer reflects FCA taking responsibility for the level of inconvenience and lack of customer service I experienced. I would be extremely reluctant to buy another car from FCA given my current experience unless I am compensated to my satisfaction.

> > 2. An extended Basic Warranty.

> > I look forward to your response.

> > Regards,

> > On [REDACTED] at [REDACTED] Chrysler Customer Care <[REDACTED]> wrote:

> > Hello,

> > The case can be reviewed for the best possibly available extended warranty which won't necessarily be the extended warranty you seek, and the amount to be offered remains the same. If that doesn't work for you and you're not looking to keep the vehicle the case may still be reviewed for possible Buyback.

> > Best Regards,

>>> :
>>>
>>> I was [REDACTED] mail. I am out of the country on business and forgot my cell phone so the only way to communicate until Friday is via email.
>>> [REDACTED]
>>> Thanks [REDACTED]
>>>
>>> [REDACTED]
>>> Sent from my iPhone
>>>
>>> On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:
>>>
>>> ? The offer does not affect the warranty of the vehicle and it is referring to thus far addressing your issues with the vehicle.
>>>
>>> Best Regards,
>>>
>>> [REDACTED]
>>> [REDACTED]
>>> ----- Original Message -----
>>> From: [REDACTED]
>>> Sent: 12/5/2019 5:08 PM
>>> To: [REDACTED]
>>> [REDACTED]: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
>>>
>>> Hi [REDACTED]:
>>>
>>> Can you [REDACTED] the release agreement is
>>> saying that if the new battery stops working that I can't have it repaired
>>> or [REDACTED] a bit confused when it states
>>> "hold the above parties harmless from all further claims re [REDACTED]
>>> claim on the subject vehicle".
>>> [REDACTED]
>>> Thanks,
>>> [REDACTED]
>>>
>>>
>>> On Thu, Dec 5, 2019 at 11:32 AM Chrysler Customer Care <[REDACTED]>
>>> wrote:
>>>
>>> Hello [REDACTED]
>>>
>>>
>>> Attached you will find your Release Agreement/Monetary Compensation Offer
>>> as we discussed. Please review carefully before signing and returning it to
>>> [REDACTED] to scan, please fax the signed form to
>>> my attention at [REDACTED]. *Please note that we cannot
>>> accept an Electronic Signature*. I am glad that you are satisfied with
>>> your vehicle repair and it has been my pleasure to assist you.
>>>
>>>
>>> Respectfully,
>>>
>>> [REDACTED]
>>> FCA Resolution Team
>>> Phone: [REDACTED]
>>> Fax: [REDACTED] ATTN: [REDACTED]
>>>
>>> Hours: Monday - Friday 9:30 am - 6:00 pm CST
>>> ----- Original Message -----
>>> [REDACTED]
>>> Sent: 12/4/2019 8:27 PM
>>> To: [REDACTED]
>>> Subject: [REDACTED] 2019 Chrysler Pacifica [REDACTED]
>>>
>>> Attached is the registration. Please confirm receipt.
>>> [REDACTED]
>>>
>>> On Dec 4, 2019, at 2:49 PM, Chrysler Customer Care <[REDACTED]>
>>> wrote:
>>>
>>> Hello,
>>>
>>> I did not receive it. Please submit discussed documents by replying to
>>> this E-mail.
>>>
>>> [REDACTED]
>>>
>>> ----- Original Message -----
>>> From: [REDACTED] <mailto:[REDACTED]>
>>>
>>> Sent: 12/3/2019 12:30 PM
>>> To: [REDACTED] <mailto:[REDACTED]>
>>>
>>> [REDACTED]: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
>>>
>>> [REDACTED]
>>> [REDACTED]
>>>
>>> I just [REDACTED] can you please confirm
>>> [REDACTED]
>>>
>>> [REDACTED]
>>>
>>> [REDACTED]

Hi

I tried calling you back but got a main number and voicemail. I am available the rest of the day if you want to call me back.

Thanks

Sent from my iPhone

> On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

> Okay I understand. I will review everything as I previously mentioned and get back with you in a day or two. Thank you for the information.

>

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

> From: [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: Case [REDACTED] for 2019 Chrysler [REDACTED]

> Hi

> The car [REDACTED] is functioning as expected and I am not experiencing any issues. The only thing is just the bit of anxiety that my wife and I still experience the car thinking will the car shutdown on us or anytime an unexpected noise happens we think oh oh what's wrong now

> Thanks

>

> Sent from my iPhone

>> On [REDACTED], at 2:06 PM, Chrysler Customer Care <[REDACTED]> wrote:

>>

>> Now that your case has been escalated up to me, all emails through this account will be coming to me. I have briefly reviewed your case before I left you the voicemail. I can assure you that I will do everything in my power to settle your case in the most suitable way.

>>

>> I would like to know if you currently have the vehicle [REDACTED] issues? If the vehicle is in your possession and operating as designed, I will review your case documents and get back with you in a day or two in regards to what we can do for you in terms of goodwill.

>>

>> If you have any questions or concerns please feel free to send me an email or call me at [REDACTED] and your case number is [REDACTED]. Please be mindful the holidays are upon us this coming week but I will still be checking emails and cases and working periodically.

>> Thank you,

>>

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

>> From: [REDACTED]

>> Sent: [REDACTED]

>> To: [REDACTED]

>> Subject: Re: Case [REDACTED] for 2019 Chrysler [REDACTED]

>>

>> Hi

>> Can you [REDACTED] representative?

>> Thanks

>>

>> Sent from my iPhone

>>> On [REDACTED], at [REDACTED], <[REDACTED]> wrote:

>>>

>>> Hi:

>>>

>>> I wanted to let you know that we had also contracted the National Center for Dispute Settlement back in early November regarding the possible need to seek replacement of our car due to Chrysler's inability to diagnose and repair the car in a timely fashion. The board met on [REDACTED] and ruled that our request for replacement [REDACTED] was [REDACTED].

>>>

>>> While the car has been repaired and is functioning properly it has put a bad taste in my mouth regarding Chrysler. We have always owned Honda's but decided to take a chance on Chrysler because we really like the look and the technology of the car. We were also very interested in getting a hybrid and Chrysler was the only manufacturer that has a hybrid minivan.

>>>

>>> I was unhappy with the level of customer service I received for the following reasons: [REDACTED]

>>> I was extremely unhappy with the performance of Chrysler's customer service for the following reasons:

>>>

>>> 1. The original Stericycle rep Pam was very unresponsive. She would call my house phone only. I left multiple messages for her to call my cell phone because she would only call during the day and I work (like most people). There would be weeks that would go by where I did not receive any phone calls back. Even when she did

>>> 5. Finally once the battery did arrive it took almost an additional 2 weeks to get the car back because parts were missing.

>>> All of these things are not something a customer should experience with a 2 week old car. Based on this and the fact that the NCDS board has ruled in our favor to have the car replaced I would prefer the following settlement to this dispute:

>>> 1. Monetary compensation of \$10,000 which would still be cheaper for Chrysler vs. replacing the car. I don't feel the current offer reflects FCA taking responsibility for the level of inconvenience and lack of customer service I experienced. I would be extremely reluctant to buy another car from FCA given my current experience unless I am compensated to my satisfaction.

>>> 2. An extended Basic Warranty.

>>> I look forward to your response.

>>> Regards,

>>> On [redacted] at [redacted] Chrysler Customer Care <[redacted]> wrote:

>>> Hello,

>>> The case can be reviewed for the best possibly available extended warranty which won't necessarily be the extended warranty you seek, and the amount to be offered remains the same. If that doesn't work for you and you're not looking to keep the vehicle the case may still be reviewed for possible Buyback.

>>> Best Regards,

>>> [redacted] Original Message [redacted]

>>> From: [redacted]

>>> Sent: [redacted] /2019

>>> To: [redacted]

>>> Subject: Re: Case [redacted] for 2019 Chrysler Pacifica [redacted]

>>> Hi [redacted]:

>>> I was checking to see if I received your email. I am out of the country on business and forgot my cell phone so the only way to communicate until Friday is via email.

>>> Thanks [redacted]

>>> Sent from my iPhone

>>> On [redacted], 2019, at [redacted], Chrysler Customer Care <[redacted]> wrote:

>>> ? The offer does not affect the warranty of the vehicle and it is referring to thus far addressing your issues with the vehicle.

>>> Best Regards,

>>> [redacted] Original Message [redacted]

>>> From: [redacted]

>>> Sent: [redacted]

>>> To: [redacted]

>>> Subject: Re: Case [redacted] for 2019 Chrysler Pacifica [redacted]

>>> Hi [redacted]:

>>> Can you please tell me if the 2nd paragraph in the release agreement is saying "if the vehicle stops working that I can't have it repaired or replaced under warranty?" I'm a bit confused when it states "hold the above parties harmless from all further claims relating to this claim on the subject vehicle".

>>> Thanks,

>>> On [redacted] at [redacted] Chrysler Customer Care <[redacted]> wrote:

>>> Hello [redacted]

>>> Attached you will find your Release Agreement/Monetary Compensation Offer as we discussed. Please review carefully before signing and returning it to my attention at [redacted]. Please note that we cannot accept an Electronic Signature*. I'm glad that you're satisfied with your vehicle repair and it's been my pleasure to assist you.

>>> Respectfully,

>>> FCA Resolution team [redacted]

>>> Phone: [redacted]

>>> Fax: [redacted] ATTN: [redacted]

>>> Hours: Monday - Friday [redacted]

>>> [redacted] Original Message [redacted]

>>> From: [redacted]

>>> Sent: [redacted]

>>> To: [redacted]

Subject: Re: Case for 2019 Chrysler Pacifica [REDACTED]

Hi

Before I accept any offer I need to know what the extent of the extended warranty is. How many years/miles.

Thank you,

Sent from my iPhone

On [REDACTED], at 11:22 AM, Chrysler Customer Care

wrote:

> Hello,

> [REDACTED] our conversation on the phone I would like to extend the offer previously given to you for a \$4000 cash and keep. For your inconvenience and future peace of mind I would also like to add a service contract to your vehicle which would have maximum care and would extend both your powertrain and basic warranties.

> Please let me know if you are willing to accept my offer by sending me an email or by giving me a call at

> ([REDACTED] and your case number is [REDACTED]. I know you said you had an issue calling the number so if you have issues again you can also call and press 2 instead of 1 and then dial my extension which is 1005.

> Thank you,

>

>

Date	Subject	Re: Case	for 2019 Chrysler Pacifica [REDACTED]
From	To		Sent Date/Time

Hi

With [REDACTED] the extended warranty. I won't be able to sign anything though until [REDACTED] as I am out of town and no access to a printer/scanner.

Thanks,

Sent from my iPhone

> On [REDACTED], at [REDACTED], Chrysler Customer Care <

> wrote:

> Yes I have looked up applicable service contracts for your vehicle and there is a maximum care that would extend your warranty until 7 years/ 125,000 miles.

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

> From: [REDACTED]

> Sent:

> To: [REDACTED]

> Subject: Re: Case for 2019 Chrysler Pacifica [REDACTED]

Hi

Before I accept any offer I need to know what the extent of the extended warranty is. How many years/miles.

> Thank you,

>

> Sent from my iPhone

> On [REDACTED], at 11:22 AM, Chrysler Customer Care <

> wrote:

> ? Hello,

> [REDACTED] our conversation on the phone I would like to extend the offer previously given to you for a \$4000 cash and keep. For your inconvenience and future peace of mind I would also like to add a service contract to your vehicle which would have maximum care and would extend both your powertrain and basic warranties.

> Please let me know if you are willing to accept my offer by sending me an email or by giving me a call at

> ([REDACTED] and your case number is [REDACTED]. I know you said you had an issue calling the number so if you have issues again you can also call and press 2 instead of 1 and then dial my extension which is 1005.

> Thank you,

>

>

Date	Subject	Re: Case	for 2019 Chrysler Pacifica [REDACTED]
From	To		Sent Date/Time

16:51 PM

Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Case for 2019 Chrysler Pacifica [REDACTED]

Hi

We will accept the offer of \$4000 and the extended warranty I won't be able to sign anything though until [REDACTED] as I am out of town and no access to a printer [REDACTED]

The [REDACTED]

[REDACTED]

Sent from my iPhone [REDACTED]

> On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

> Yes I have looked up applicable service contracts for your vehicle and there is a maximum care that would extend your warranty until 7 years/ 125,000 miles.

> [REDACTED]

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

> From: [REDACTED] [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: Case for 2019 Chrysler Pacifica [REDACTED]

> Hi

> Before I accept any offer I need to know what the extent of the extended warranty is. How many years/miles.

> [REDACTED]

> Thank [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> Sent from my iPhone

> On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

> [REDACTED]

> ? Hello [REDACTED]

> [REDACTED]

> [REDACTED] our conversation on the phone I would like to extend the offer previously given to you for a \$4000 cash and keep. For you inconvenience and future peace of mind I would also like to add a service contract to your vehicle which would have maximum care and would extend both your powertrain and basic warranties.

> [REDACTED]

> > Please let me know if you are willing to accept my offer by sending me an email or by giving me a call at [REDACTED]

> > ([REDACTED] and your [REDACTED] number is [REDACTED]. I know [REDACTED] number so if you have issues again you can also call and press 2 instead of 1 and then dial my extension which is [REDACTED].

> > [REDACTED]

> > Thank you,

> [REDACTED]

> [REDACTED]

[REDACTED]

Date	Subject	Re: Case for 2019 Chrysler Pacifica [REDACTED]
From [REDACTED]	To [REDACTED]	Sent Date/Time 17:00 PM

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:

> Okay that is fine. I will add the service contract to your VIN and then we will do the cash and keep the week of [REDACTED] once you are available. If you have any questions for the time being please feel free to email or call me.

[REDACTED]

> Thank you.

[REDACTED]

[REDACTED] hal [REDACTED] [REDACTED]

> From: [REDACTED] [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]

[REDACTED]

> Hi

[REDACTED]

> We will accept the offer of \$4000 and the extended warranty. I won't be able to sign anything though until [REDACTED] as I am out of town and no access to a printer/s [REDACTED]

[REDACTED]

> Tha [REDACTED]

[REDACTED]

[REDACTED]

> > On _____, at _____, Chrysler Customer Care <_____
> > _____ wrote:
> >
> > ? Yes I have looked up applicable service contracts for your vehicle and there is a maximum care that would extend your warranty until 7 years/ 125,000 miles.

> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED]
>
> Hi
>
> Before I accept any offer I need to know what the extent of the extended warranty is. How many years/miles.
> [REDACTED]
> Thank [REDACTED]
> [REDACTED]
>
> [REDACTED]

> > On [REDACTED], at 11:22 AM, Chrysler Customer Care <[REDACTED]>
>>>
>>> ? Hello [REDACTED],
>>>
>>> For our conversation on the phone I would like to extend the offer previously given to you for a \$4000 cash and keep. For your inconvenience and future peace of mind I would also like to add a service contract to your vehicle which would have maximum care and would extend both your powertrain and basic warranties.
>>>
>>> Please let me know if you are willing to accept my offer by sending me an email or by giving me a call at
>>> ([REDACTED] and your case number is [REDACTED]. I know [REDACTED] number so if you have issues again you can also call and press 2 instead of 1 and then dial my extension which is 1005.
>>> [REDACTED]
>>> Thank you,
>>>
>>>
>>>
>>>
>>>

Hello [REDACTED]

I will submit the template to our department that handles cash and keeps. They will accept it and reach out to you within a day or two and then they will be the ones to give you the check and the agreement paperwork.

If this is okay with you I will submit the template right away. I just wanted to reach out to you before doing so. As I previously mentioned the service contract has been added to your vehicle as well.

[REDACTED] [REDACTED]

Thank [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

> [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote:
>
> Hello [REDACTED],
>
> [REDACTED] will submit the template to our department that handles cash and keeps. They will accept it and reach out to you within a day or two and then they will be the ones to give you the check and the agreement paperwork.
>
> If this is okay with you I will submit the template right away. I just wanted to reach out to you before doing so. As I previously mentioned the service contract has been added to your vehicle [REDACTED].
>
> Thank you [REDACTED]
>
>
>

Date	Subject	Re: Case	for 2019 Chrysler Pacifica [REDACTED]
From	To	Sent Date/Time	
There is no documentation I have since it is attached to your vehicle VIN. I can send you a screen shot of it attached to your VIN if you would like? [REDACTED]			
----- Original Message ----- From: [REDACTED] Sent: [REDACTED] To: [REDACTED] Subject: [REDACTED] for 2019 Chrysler Pacifica [REDACTED] Hi Will I receive any documents stating I have the extended warranty? [REDACTED] [REDACTED] [REDACTED] Sent from my iPhone [REDACTED] > [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote: > > Hello [REDACTED], > > [REDACTED] will submit the template to our department that handles cash and keeps. They will accept it and reach out to you within a day or two and then they will be the ones to give you the check and the agreement paperwork. > > If this is okay with you I will submit the template right away. I just wanted to reach out to you before doing so. As I previously mentioned the service contract has been added to your vehicle [REDACTED]. > > Thank you [REDACTED] > > >			

Date	Subject	Re: Case	for 2019 Chrysler Pacifica [REDACTED]
From	To	Sent Date/Time	19:24 PM
Yes please. [REDACTED] Sent from my iPhone [REDACTED] > On [REDACTED], at 10:58 AM, Chrysler Customer Care <[REDACTED]> wrote: > > The [REDACTED] documentation I have since it is attached to your vehicle VIN. I can send you a screen shot of it attached to your VIN if you would like? > [REDACTED] > > ----- Original Message ----- > From: [REDACTED] > Sent: [REDACTED] > To: [REDACTED] > Subject: Re: Case [REDACTED] for 2019 Chrysler Pacifica [REDACTED] > > Hi > > Will I receive any documents stating I have the extended warranty? > [REDACTED] > [REDACTED] > [REDACTED] > Sent from my iPhone [REDACTED] > > > [REDACTED], at [REDACTED], Chrysler Customer Care <[REDACTED]> wrote: > > > > ? Hello [REDACTED], > > > > [REDACTED] will submit the template to our department that handles cash and keeps. They will accept it and reach out to you within a day or two and then they will be the ones to give you the check and the agreement paperwork. > > > > > If this is okay with you I will submit the template right away. I just wanted to reach out to you before doing so. As I previously mentioned the service contract has been added to your vehicle [REDACTED]. > > > > > > Thank you [REDACTED] > > > > > > > > > > > > > > > > > >			

[REDACTED]
[REDACTED]

Open Date	10/24/2019	CAIR Type	Regular	Status	Closed
Close Date	12/13/2019	Origin	Telephone	Reason	
Mileage	8,470 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					
Dealer				Phone	
Dealer Address					
Dealer Zone	California	Sales District		Service District	N
Subject	Vehicle Concern				
Synopsis	Repairs confirmed + completed. DM notes submitted.				
Customer Anomaly	Engine				
Contact Reason	Technical Issue With Vehicle				
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/24/2019 08:11 PM	Open
12/13/2019 07:40 PM	Closed

Initial Description

Customer is seeking assistance with trying to get his vehicle repaired as soon as possible.

Case Comments

Date	Comment
10/24/2019	Customer stated that when him & his wife were driving they heard a loud popping coming from towards the engine. When they were on their way to bring it to the DLR the vehicle just stop working. Once the vehicle got there to undergo diagnosis the DLR charged the battery and ran some more test that stated the transmission is now bad. They sent it up to Chrysler warranty who advised the DLR to charge the battery some more stating that the reason for this concern is due to the battery not being charged but the DLR already did that. The DLR advised the customer that they are just waiting to hear back from Chrysler for further approval & to figure out what the next steps are going to be. Its already been 2 days and the customer is getting worried. - Customer is seeking additional assistance from FCA to help get the vehicle repaired.
10/24/2019	performed OBC to DLR - DLR states technician is currently working with [redacted] for security of diagnosis; tech is under impression concern pertains to transmission, STAR has relayed multiple steps to gather codes. [redacted] states the last update he received from technician indicated codes had populated today after recharging to 100% & test driving, per the STAR reps recommendation. Cas [redacted] states he will follow up with tech & make sure STAR case is being updated promptly. [redacted] will continue to follow up with DLR periodically for updates. [redacted] also attempted OBC to customer; customer states they understand process of diagnosis. assured DLR is working diligently with vehicle to ensure a misdiagnosis is not provided & repairs are effective. [redacted] relayed [redacted] is open to assisting customer with whatever is applicable. Customer states he will need vehicle by next week.
	attempted OBC to customer - LVM with callback details - [redacted] found STAR case [redacted] last update note to be: I DRAIN 1 QTS TRANSMISSION FLUID WITH HEAVY PIECES METAL AND THE COLOR IS VERY DARK ALMOST BLACK AND THE SMELL IS VERY STRONG BURNED AND YOU CAN SMELL THE BURNED OIL. DM FAR AWAY. - Technician has [redacted] contaminated oil in transmission. [redacted] will co [redacted] follow up with DLR for warranty review; should oil be contaminated due to outside influence, [redacted] cannot apply any assistance with repairs. [redacted]
	IB call form [redacted], Writer advised his [redacted] is waiting on service to update her about the transmission. As soon as the [redacted] is update by service, she will contact him back.
	[redacted] touch base with [redacted] - states STAR has sent information to [redacted] engineering for further review. Transmission repairs have not been authorized, [redacted] states customer is extremely frustrated as they are out of a vehicle. [redacted] states they do not have loaners, cannot cover rental expense. [redacted] advised a determination cannot be made currently for rental assistance as STAR has not conveyed whether repair is warrantable as half [redacted] seal was leaking, metal shavings present in transmission. [redacted] is unaware of how long vehicle will be undergoing repairs for rental estimate. Will continue to follow up with [redacted]
	INBOUND CALL FROM CUSTOMER Customer is in need of working vehicle [redacted] advised customer may obtain rental @ \$35 a day & [redacted] will review for reimbursement. [redacted] also advised if update is received earlier than [redacted] information will be relayed, [redacted] may arrange rental with DLR
	performed OBC to customer - relayed STAR case update noted. Customer states he will await [redacted] follow up [redacted]
	INBOUND CALL FROM CUSTOMER Customer inquiring of STAR case update - [redacted] advised no further information has been documented since previously relayed information. Customer [redacted] request of documentation to be sent to him of all of the vehicle's concerns as well as review. [redacted] advised internal information [redacted] proprietary & customer may use his case number for reference; [redacted] cannot produce these records & send them to customer. Customer understood. Will await [redacted] follow up. [redacted] also attempted OBC to DLR - [redacted] states he has submitted all requested information, is awaiting [redacted] update. [redacted]
	Still awaiting STAR case update - no further information available.
	attempted OBC to DLR [redacted] for further STAR case update. [redacted] states he will follow up with tech & reach out to customer for follow up. [redacted]
	performed OBC to customer to inform of STAR update - transmission has been ordered. [redacted] approved 10 days of rental at \$35 a day.
	performed OBC to DLR [redacted] - states parts have been ordered, does not have an ETA for transmission. [redacted] states STAR relayed repairs are due to manufacturer defect - repairs warrantable. [redacted] will follow up with Parts Team for part status. [redacted]
	T5131JT has escalated case to external system with name ES 24385. Case was escalated successfully [redacted]
	PART [redacted] OF [redacted] 43 DMC 079492813 ETA 11/26 VOR 30 DAYS + RENTAL N/A [redacted]
	****PARTS UPDATE**** PART [redacted] ORDER 4043** OMC [redacted] ETA Week of 11/26 Reaching out to PE Team for assistance with part [redacted]
	performed OBC to customer [redacted] update - Customer states DLR [redacted] provided rental vehicle to customer. [redacted] also advised a request has been made for parts expediting. [redacted]
	Pending part update* [redacted]
	****PARTS UPDATE**** PART: [redacted] ORDER: \$4043* OMC: [redacted] Per PE Team: Order has been upgraded to VOR to ensure priority; No ETA and No dealer inventory at this time. Component shortage is causing delays. Working to improve. [redacted]
	performed OBC to customer - relayed part update. Customer states request for [redacted] to extend rental. [redacted] will follow up with DLR [redacted] for DM note submission
	**INBOUND CALL FROM [redacted] states rental will expire [redacted] will follow up Thursday [redacted] for DM note submission regarding rental extension.
	****PARTS UPDATE**** PART: [redacted] ORDER: \$4043* OMC: [redacted] 79569029 Per GPDP: Material in transit from supplier to MOPAR ETA: Tentative for week of [redacted] working to improve. [redacted]
	****PARTS UPDATE**** PART: [redacted] ORDER: \$4043* OMC: [redacted] Per GPDP: Material remains in transit from supplier to MOPAR ETA: Has been pushed back to week of 12/02 Working to improve [redacted]

The remaining pages and data associated with this submission are voluminous or pose a high risk of Personal Identifiable Information (PII) exposure. As such, consumers can request the entire file upon request to the Office of Defects Investigation's Consumer Engagement Division at NHTSA.ODI.CED@dot.gov.