

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year		Brand	
Body	RUES53	V		PACIFICA HYBRID LIMITED	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/30/2021	CAIR Type	Regular	Status	Closed
Close Date	10/07/2021	Origin	Telephone	Reason	
Mileage	8,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	FCA		
Caller City		Caller Country	USA	Caller Postal Code	
Customer	B				
Customer Address					
		CA		USA	
Dealer		CABRAL	JEEP DODGE RAM	Dealer Phone	
Dealer Address					
				Service District	J
Subject	multiple concerns				
Synopsis	is repaired. Customer accepted C&K				
Customer Anomaly	Gears & Transmission				
	Driveshaft				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly	48	Gears issue
Reason Code	Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
08/30/2021 10:16 PM	Open
10/07/2021 09:44 PM	Closed

Initial Description

seeking assistance

Case Comments

Date	Comment
08/30/2021	LEMON LAW Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred day call back number is . Preferred evening call back number is . Who has possession of the (Owner/Dealer/RF) Reassigned to Dispute Resolution has been down for more than 3 months for checking engine light 3 times, stall in the freeway, customer doesn't feel safe in the located in .
09/01/2021	Spoke with at on file. The came in 5/12/2021 currently at the for stalled on hwy. found power inverter module had gone bad ordered and replace, replaced the trans. Now the needs a rack-n-pinion part is on B/O possible ETA 9/8/2021. miles # customer is in rental.
09/01/2021	**Dispute Resolution Review** **Case Escalated to CRT** Reviewed warranty history at customer request. Writer determined this should be escalated to CRT for case management. Assigned case to CRT.
09/02/2021	spoke with Mr. . He stated that the has been at the dealership for about 3 months now being repaired. He stopped at the dealership yesterday and the was parked outside and unlocked. It also looked dirty. Customer would like the back repaired and clean and will hold the dealership accountable if any damage is done to it. advised that we will partner with the dealership to repair the and offer compensation. asked if he had any other requests, customer responded that he just wants the repaired and to look into upgrading his existing extended warranty that he bought. advised customer to email the bill of sale. will look into compensation of payments and an extended warranty. confirmed that the monthly payment is \$800 and the customer's email is .
09/03/2021	Part SHIPPED-PDC from LAPdc 9/03, on . ETA to dealer 09/07/21
09/09/2021	Email sent to and SVM advising to lock the and to provide the part status.
09/13/2021	emailed on Sat 9/11 stating that the is repaired and customer came in to take the and was expecting the to be fully detailed and also asked the about extending his warranty. advised to wash the car and if they want to detail it, will reimburse the will call the customer to discuss the compensation.
09/14/2021	spoke with and advised to proceed with the detail then send the bill to for reimbursement. called the customer and LVM advising that the will be detailing the and wanted to discuss compensation.
09/16/2021	spoke with Mr. and confirmed that the is picked up and repaired. offered \$5k and a MAX Care. Customer stated that he would like the offer in an email before he responds.
09/21/2021	Rental invoice received and attached: 582.67 customer also send pictures of the van charging outlet being broken by the dealership and is seeking repairs.
09/22/2021	submitted the invoice for detailing the . It's been sitting for over 3 months and getting dirty from the wildfires in addition to the oil change. was down for 124 days due to part delay. approved reimbursement of detailing and oil change for \$392.77
09/29/2021	spoke with the customer and advised that we will fix the damage caused by the dealership. will let customer know when to drop it off.
10/07/2021	is getting the parts ordered. Once the parts are in, the will contact the customer to bring it in and fix the damage done by the other .

Email(s)

Date	09/02/2021	Subject	Chrysler Customer Care reference#
From		To	
		Sent Date/Time	09/02/2021 22:43 PM
Hello Mr. and Mrs. ,			
Thank you for taking the time to speak with me today regarding your . As discussed, I will be your case manager and will be partnering with the dealership to repair the and review all available options to provide a resolution.			
If you would like to reach me, you may reply to this email or call me at .			
I look forward to working with you!			
Thank you,			
Chrysler Customer Retention Specialist			

Date	09/02/2021	Subject	Re: Chrysler Customer Care reference#
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From		To		Sent Date/Time	09/02/2021 23:34 PM
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Thanks, [REDACTED] for finally someone from Chrysler paying attention to our case. It has already been several times that I have called Chrysler and it seems that until today someone pays attention to our case. For us, it has been a very bad experience to have bought this vehicle. More because when I gave myself the task of searching among all the companies which minivan was the best for the family, but I think I was wrong choosing Chrysler as the best. My biggest problem is understanding why Chrysler or the dealer doesn't have an honest answer about what's really going on. Why take months to try to repair this vehicle when Chrysler takes only days to build this vehicle.

First, they did not know what was the problem with the pa [REDACTED] then they said that a Chrysler specialist had to come to see it, then they said that the parts took weeks to arrive after the parts arrived, it was another problem that they no longer know what to do. We continue to pay insurance, plus the payment per month for the pa [REDACTED] and for us, it is frustrating and ridiculous that we are spending more than a thousand dollars a month for a vehicle that does not work. We are really disappointed with Chrysler and me more because I put my family at risk by choosing a vehicle that I thought was safe and comfortable for my family. This vehicle completely turned off on the freeway when we were in the left lane at [REDACTED] miles, which was scary. We really will not feel confident in this vehicle again. I hope you understand me and I think you would feel the same if your family were at risk in a new car with only 8000 miles of use.

We hope to have good news soon and not have to wait more than three months again. Thanks.

Here are some photos of the abandoned vehicle. Let me know what your feeling to see your car like this after you paying more than 50k. Thanks.

[REDACTED] [REDACTED]

On Thursday, September 2, 2021, 03:44:01 PMPDT, US Customer Care [REDACTED] wrote:

Hello Mr. and Mrs. [REDACTED],

Thank you for taking the time to speak with me today regarding your [REDACTED]. As discussed, I will be your case manager and will be partnering with the dealership to repair the vehicle and review all available options to provide a resolution.

If you would like to reach me, you may reply to this email or call me at [REDACTED]

I look forward to working with you!

Thank you,

[REDACTED]
Chrysler Customer Retention Specialist

[REDACTED] 00DJ01qsDF_5003Z1J3YfW [REDACTED]

Date	09/13/2021	Subject	Re: Chrysler Customer Care reference# [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	09/13/2021 16:58 PM

12 September 2021

Good afternoon Mrs. [REDACTED] write to you, to inform you, about my case [REDACTED]. The last time you called me, you had asked me about what I wanted, apart from our van being fixed. I commented and showed photos of how our van had looked all abandoned. These past four months, the van has been in the dealership and according to the photos, they had it in the sun and it is covered with dirt. This caused the paint of the van, to be damaged and lose its gloss, and it is now covered with stains from the dirt. And in the interior part of the van, the dashboard is all burnt and lost its vibrance from the heat of the sun. I remember when I first bought this vehicle, the salesman, bragged about how the van looks very well in its colors and the beautiful color of the interior, and how it was in very well condition. But now my van has been abandoned all these past four months and hasn't been cared for and has now lost its beautiful looks from both the exterior and interior parts of the car. Now going back to your question of what I wanted apart from my van being fixed, I asked you if you could please give my van its best looks which you then promised you would on both interior and exterior parts of the van. Then, on September 10, the dealership called me, saying that my van was ready for pickup but because I had work, I didn't have a chance to pick it up. But later on September 11, I was able to drive and pick up my van from the dealership. When I arrived, a man by the name of [REDACTED] attended me and had asked me if I could take away all the stuff from my rental car. But when I got there, I noticed that my van was looking the same way it had done in the photos. The only difference is that there are marks from the windshield wipers when they had previously turned it on to remove the dirt from the main visor. Because I was very furious, at the fact that you had promised me it would be very well detailed, I forgot to take pictures. I told [REDACTED] that was not my definition of a clean and well-detailed car. Then he had asked me why? And at that moment, I realized, when [REDACTED] called me saying that my van was ready for pickup, he had not given the car a very well look to see if it was well-detailed from both interior and exterior parts of the van.

He would then return with the van and he then said to me, I agree with you, this is not a very well detailed car, and nor is it ready for pickup. I will return in a moment and will take it to get it cleaned up. After 5 minutes passed, [REDACTED] returned with the van, dripping water, but without a clean and a vacuum from the interior part of the van. I opened the van and asked him, why he hadn't clean the interior part of the van where they were originally working?. He had responded to me that they have never cleaned the interior part of the van. I then took a second look at the interior and saw that there had been footprints, all over the floor, where they had previously worked. And on the exterior part of the van, I noticed that a simple clean will not take away the dirt stains that had been sitting on the van for the past four months. Later, [REDACTED] told me that no one had ever told him, that my van had to be well-detailed and personally, I felt upset about this because you had promised me that my van would be well detailed and when I saw the van the same way as it did in the pictures, I thought about my wife being very upset because she has kept the rental car as clean as it can possibly be from both interior and exterior parts of the car. My point is that my wife was gonna leave the rental car super well-detailed and taken care of but we were gonna receive the van in its worst condition ever. I had the intention to cry because of my frustration and thinking how I was going to give the van back to my wife when she was gonna give back the rental car in very well conditions. I then told [REDACTED] that I was gonna talk to you, to resolve the promise that you had previously made to me. Now, if you cannot keep this promise, please don't ever ask again me about what else I would want apart from my van being fixed. These past four months have been very infuriating for my family and me. All in all, I hope to receive a response from you very soon. And I hope when I pick up my van has at gas like when I drop off at the dealership and fuel electric because when I leave the van has a charge on the electric to. Thanks

Sincerely,
[REDACTED] [REDACTED]

On Thursday, September 2, 2021, 03:44:01 PMPDT, US Customer Care [REDACTED] wrote:

Hello Mr. and Mrs. [REDACTED],

Thank you for taking the time to speak with me today regarding your [REDACTED]. As discussed, I will be your case manager and will be partnering with the dealership to repair the vehicle and review all available options to provide a resolution.

If you would like to reach me, you may reply to this email or call me at [REDACTED]

I look forward to working with you!

Thank you,

[REDACTED]
Chrysler Customer Retention Specialist

[REDACTED]

Date	09/14/2021	Subject	Re: Chrysler Customer Care reference# [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	09/14/2021 19:08 PM

Hello Mr. [REDACTED]

I just called and left you a voicemail. I spoke with [REDACTED] and they will be detailing the vehicle then sending me the bill for reimbursement. Please pick up the vehicle once they notify you that it's ready and I will give you a call again this week to discuss compensation.

Thank you,

[REDACTED]
Chrysler Customer Retention Specialist

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

From: [REDACTED]

Sent: 9/13/2021 12:58 PM

To: [REDACTED]

Subject: Re: Chrysler Customer Care reference# [REDACTED]

12 September 2021

Good afternoon Mrs. [REDACTED] write to you, to inform you, about my case [REDACTED]. The last time you called me, you had asked me about what I wanted, apart from our van being fixed. I commented and showed photos of how our van had looked all abandoned. These past four months, the van has been in the dealership and according to the photos, they had it in the sun and it is covered with dirt. This caused the paint of the van, to be damaged and lose its gloss, and it is now covered with stains from the dirt. And in the interior part of the van, the dashboard is all burnt and lost its vibrance from the heat of the sun. I remember when I first bought this vehicle, the salesman, bragged about how the van looks very well in its colors and the beautiful color of the interior, and how it was in very well condition. But now my van has been abandoned all these past four months and hasn't been cared for and has now lost its beautiful looks from both the exterior and interior parts of the car. Now going back to your question of what I wanted apart from my van being fixed, I asked you if you could please give my van its best looks which you then promised you would on both interior and exterior parts of the van. Then, on September 10, the dealership called me, saying that my van was ready for pickup but because I had work, I didn't have a chance to pick it up. But later on September 11, I was able to drive and pick up my van from the dealership. When I arrived, a man by the name of [REDACTED] attended me and had asked me if I could take away all the stuff from my rental car. But when I got there, I noticed that my van was looking the same way it had done in the photos. The only difference is that there are marks from the windshield wipers when they had previously turned it on to remove the dirt from the main visor. Because I was very furious, at the fact that you had promised me it would be very well detailed, I forgot to take pictures. I told [REDACTED] that was not my definition of a clean and well-detailed car. Then he had asked me why? And at that moment, I realized, when [REDACTED] called me saying that my van was ready for pickup, he had not given the car a very well look to see if it was well-detailed from both interior and exterior parts of the van.

He would then return with the van and he then said to me, I agree with you, this is not a very well detailed car, and nor is it ready for pickup. I will return in a moment and will take it to get it cleaned up. After 5 minutes passed, [REDACTED] returned with the van, dripping water, but without a clean and a vacuum from the interior part of the van. I opened the van and asked him, why he hadn't clean the interior part of the van where they were originally working? He had responded to me that they have never cleaned the interior part of the van. I then took a second look at the interior and saw that there had been footprints, all over the floor, where they had previously worked. And on the exterior part of the van, I noticed that a simple clean will not take away the dirt stains that had been sitting on the van for the past four months. Later, [REDACTED] told me that no one had ever told him, that my van had to be well-detailed and personally, I felt upset about this because you had promised me that my van would be well detailed and when I saw the van the same way as it did in the pictures, I thought about my wife being very upset because she has kept the rental car as clean as it can possibly be from both interior and exterior parts of the car. My point is that my wife was gonna leave the rental car super well-detailed and taken care of but we were gonna receive the van in its worst condition ever. I had the intention to cry because of my frustration and thinking how I was going to give the van back to my wife when she was gonna give back the rental car in very well conditions. I then told [REDACTED] that I was gonna talk to you, to resolve the promise that you had previously made to me. Now, if you cannot keep this promise, please don't ever ask again me about what else I would want apart from my van being fixed. These past four months have been very infuriating for my family and me. All in all, I hope to receive a response from you very soon. And I hope when I pick up my van has at gas like when I drop off at the dealership and fuel electric because when I leave the van has a charge on the electric to. Thanks

Sincerely,

On Thursday, September 2, 2021, 03:44:01 PMPDT, US Customer Care [REDACTED] wrote:

Hello Mr. and Mrs. [REDACTED],

Thank you for taking the time to speak with me today regarding your [REDACTED]. As discussed, I will be your case manager and will be partnering with the dealership to repair the vehicle and review all available options to provide a resolution.

If you would like to reach me, you may reply to this email or call me at [REDACTED] case# [REDACTED]

I look forward to working with you!

Thank you,

[REDACTED]
Chrysler Customer Retention Specialist

Date	09/16/2021	Subject	Re: Chrysler Customer Care reference# [REDACTED]	Sent Date/Time	09/16/2021 20:38 PM
From	[REDACTED]	To	[REDACTED]		

Hello Mr. [REDACTED]

Thank you for speaking with me today. As discussed, in the interest of customer satisfaction, we are offering monetary compensation in the amount of \$5,000 plus a 6 year/75000 miles MAX Care Service contract. Please review and let me know how you would like to proceed.

Please let me know if you have any questions.

Thank you,

[REDACTED]

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

From: US Customer Care [REDACTED]
Sent: 9/14/2021 3:08 PM
To: [REDACTED]
Subject: Re: Chrysler Customer Care reference# [REDACTED]

Hello Mr. [REDACTED]

I just called and left you a voicemail. I spoke with [REDACTED] and they will be detailing the vehicle then sending me the bill for reimbursement. Please pick up the vehicle once they notify you that it's ready and I will give you a call again this week to discuss compensation.

Thank you,

[REDACTED]

Chrysler Customer Retention Specialist

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

From: [REDACTED]
Sent: 9/13/2021 12:58 PM
To: [REDACTED]
Subject: Re: Chrysler Customer Care reference# [REDACTED]

12 September 2021

Good afternoon Mrs. [REDACTED] write to you, to inform you, about my case [REDACTED]. The last time you called me, you had asked me about what I wanted, apart from our van being fixed. I commented and showed photos of how our van had looked all abandoned. These past four months, the van has been in the dealership and according to the photos, they had it in the sun and it is covered with dirt. This caused the paint of the van, to be damaged and lose its gloss, and it is now covered with stains from the dirt. And in the interior part of the van, the dashboard is all burnt and lost its vibrance from the heat of the sun. I remember when I first bought this vehicle, the salesman, bragged about how the van looks very well in its colors and the beautiful color of the interior, and how it was in very well condition. But now my van has been abandoned all these past four months and hasn't been cared for and has now lost its beautiful looks from both the exterior and interior parts of the car. Now going back to your question of what I wanted apart from my van being fixed, I asked you if you could please give my van its best looks which you then promised you would on both interior and exterior parts of the van. Then, on September 10, the dealership called me, saying that my van was ready for pickup but because I had work, I didn't have a chance to pick it up. But later on September 11, I was able to drive and pick up my van from the dealership. When I arrived, a man by the name of [REDACTED] attended me and had asked me if I could take away all the stuff from my rental car. But when I got there, I noticed that my van was looking the same way it had done in the photos. The only difference is that there are marks from the windshield wipers when they had previously turned it on to remove the dirt from the main visor. Because I was very furious, at the fact that you had promised me it would be very well detailed, I forgot to take pictures. I told [REDACTED] that was not my definition of a clean and well-detailed car. Then he had asked me why? And at that moment, I realized, when [REDACTED] called me saying that my van was ready for pick up, he had not given the car a very well look to see if it was well-detailed from both interior and exterior parts of the van.

He would then return with the van and he then said to me, I agree with you, this is not a very well detailed car, and nor is it ready for pick up. I will return in a moment and will take it to get it cleaned up. After 5 minutes passed, [REDACTED] returned with the van, dripping water, but without a clean and a vacuum from the interior part of the van. I opened the van and asked him, why he hadn't clean the interior part of the van where they were originally working? He had responded to me that they have never cleaned the interior part of the van. I then took a second look at the interior and saw that there had been footprints, all over the floor, where they had previously worked. And on the exterior part of the van, I noticed that a simple clean will not take away the dirt stains that had been sitting on the van for the past four months. Later, [REDACTED] told me that no one had ever told him, that my van had to be well-detailed and personally, I felt upset about this because you had promised me that my van would be well detailed and when I saw the van the same way as it did in the pictures, I thought about my wife being very upset because she has kept the rental car as clean as it can possibly be from both interior and exterior parts of the car. My point is that my wife was gonna leave the rental car super well-detailed and taken care of but we were gonna receive the van in its worst condition ever. I had the intention to cry because of my frustration and thinking how I was going to give the van back to my wife when she was gonna give back the rental car in very well conditions. I then told [REDACTED] that I was gonna talk to you, to resolve the promise that you had previously made to me. Now, if you cannot keep this promise, please don't ever ask again me about what else I would want apart from my van being fixed. These past four months have been very infuriating for my family and me. All in all, I hope to receive a response from you very soon. And I hope when I pick up my van has at gas like when I drop off at the dealership and fuel electric because when I leave the van has a charge on the electric to. Thanks

Sincerely,

[REDACTED]

On Thursday, September 2, 2021, 03:44:01 PMPDT, US Customer Care [REDACTED] wrote:

Hello Mr. and Mrs. [REDACTED],

Thank you for taking the time to speak with me today regarding your [REDACTED]. As discussed, I will be your case manager and will be partnering with the dealership to repair the vehicle and review all available options to provide a resolution.

If you would like to reach me, you may reply to this email or call me at [REDACTED]

I look forward to working with you!

Thank you,

[REDACTED]

Chrysler Customer Retention Specialist

[REDACTED]

Date	09/17/2021	Subject	Re: Chrysler Customer Care reference# [REDACTED]	Sent Date/Time	09/17/2021 07:22 AM
From	[REDACTED]	To	[REDACTED]		

Hi, Ms [REDACTED] Thanks so much for contacting me and be helping us whitt the issue of our van. Finally, we get the van back, and thanks for the detail of the van.I talk to my wife about the monetary compensation and the warranty. We have a couple of questions:
1.- if we accept the monetary compensation we have to sign any contract or this effect or extend our financial contract2.- We paid \$582.67 taxes from the rental this amount is going to cover by you or is included in the compensation 3.- What its cover Max care service contract and we have to sign something for this contract because we buy Mopar warranty I send you all the contracts for the warranty we buy you offer us the same warranty we already buy or this warranty you offer us its going to take action after our warranty expired
Thanks so much for your Help. I add to this email the contract for the warranty we buy thanks

On Thursday, September 16, 2021, 01:38:29 PMPDT, US Customer Care [REDACTED] wrote:

Hello Mr. [REDACTED]

Thank you for speaking with me today. As discussed, in the interest of customer satisfaction, we are offering monetary compensation in the amount of \$5,000 plus a 6 year/75000 miles MAX Care Service contract. Please review and let me know how you would like to proceed.

Please let me know if you have any questions.

Thank you,

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

From: US Customer Care [REDACTED]
Sent: 9/14/2021 3:08 PM
To: [REDACTED]
Subject: Re: Chrysler Customer Care reference# [REDACTED]

Hello Mr. [REDACTED]

I just called and left you a voicemail. I spoke with [REDACTED] and they will be detailing the vehicle then sending me the bill for reimbursement. Please pick up the vehicle once they notify you that its ready and I will give you a call again this week to discuss compensation.

Thank you,

Chrysler Customer Retention Specialist

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

From: [REDACTED]
Sent: 9/13/2021 12:58 PM
To: [REDACTED]
Subject: Re: Chrysler Customer Care reference# [REDACTED]

12 September 2021

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He would then return with the van and he then said to me, I agree with you, this is not a very well detailed car, and nor is it ready for pick up. I will return in a moment and will take it to get it cleaned up. After 5 minutes passed, [REDACTED] returned with the van, dripping water, but without a clean and a vacuum from the interior part of the van. I opened the van and asked him, why he hadn't clean the interior part of the van where they were originally working?. He had responded to me that they have never cleaned the interior part of the van. I then took a second look at the interior and saw that there had been footprints, all over the floor, where they had previously worked. And on the exterior part of the van, I noticed that a simple clean will not take away the dirt stains that had been sitting on the van for the past four months. Later, [REDACTED] told me that no one had ever told him, that my van had to be well-detailed and personally, I felt upset about this because you had promised me that my van would be well detailed and when I saw the van the same way as it did in the pictures, I thought about my wife being very upset because she has kept the rental car as clean as it can possibly be from both interior and exterior parts of the car. My point is that my wife was gonna leave the rental car super well-detailed and taken care of but we were gonna receive the van in its worst condition ever. I had the intention to cry because of my frustration and thinking how I was going to give the van back to my wife when she was gonna give back the rental car in very well conditions. I then told [REDACTED] that I was gonna talk to you, to resolve the promise that you had previously made to me. Now, if you cannot keep this promise, please don't ever ask again me about what else I would want apart from my van being fixed. These past four months have been very infuriating for my family and me. All in all, I hope to receive a response from you very soon. And I hope when I pick up my van has at gas like when I drop off at the dealership and fuel electric because when I leave the van has a charge on the electric to. Thanks

Sincerely,

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If you would like to reach me, you may reply to this email or call me at [REDACTED]

I look forward to working with you!

Thank you,

Chrysler Customer Retention Specialist

00Dj01qsDF_5003Z1J3YWW [REDACTED]

Date	09/18/2021	Subject	Re: Chrysler Customer Care reference# [REDACTED]	
From	[REDACTED]	To	[REDACTED]	Sent Date/Time 09/18/2021 18:57 PM

Her it's our final invoice from Enterprese

On Friday, September 17, 2021, 12:21:51 AMPDT, [REDACTED] wrote:

Hi, Ms [REDACTED] Thanks so much for contacting me and be helping us whit the issue of our van. Finally, we get the van back, and thanks for the detail of the van.I talk to my wife about the monetary compensation and the warranty. We have a couple of questions:

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Thanks so much for your Help. I add to this email the contract for the warranty we buy thanks

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Please let me know if you have any questions.

Thank you,

Original Message

From: US Customer Care [REDACTED]

Sent: 9/14/2021 3:08 PM

To: [REDACTED]

Subject: Re: [REDACTED] Customer Care reference# [REDACTED]

Hello Mr. [REDACTED]

I just called and left you a voicemail. I spoke with [REDACTED] and they will be detailing the vehicle then sending me the bill for reimbursement. Please pick up the vehicle once they notify you that its ready and I will give you a call again this week to discuss compensation.

Thank you,

[REDACTED] Customer Retention Specialist

Original Message

From: [REDACTED]

Sent: 9/13/2021 12:58 PM

To: [REDACTED]

Subject: Re: [REDACTED] Customer Care reference# [REDACTED]

12 September 2021

Good afternoon Mrs. [REDACTED] write to you, to inform you, about my case [REDACTED] The last time you called me, you had asked me about what I wanted, apart from our van being fixed. I [REDACTED] ted and showed photos of how our van had looked all abandoned. These past four months, the van has been in the dealership and according to the photos, theyve had it in the sun and it is covered with dirt. This caused the paint of the van, to be damaged and lose its gloss, and it is now covered with stains from the dirt. And in the interior part of the van, the dashboard is all burnt and lost its vibrance from the heat of the sun. I remember when I first bought this vehicle, the salesman, bragged about how the van looks very well in its colors and the beautiful color of the interior, and how it was in very well condition. But now my van has been abandoned all these past four months and hasnt been cared for and has now lost its beautiful looks from both the exterior and interior parts of the car. Now going back to your question of what I wanted apart from my van being fixed, I asked you if you could please give my van its best looks which you then promised you would on both interior and exterior parts of the van. Then, on September 10, the dealership called me, saying that my van was ready for pickup but because I had work, I didnt have a chance to pick it up. But later on September 11, I was able to drive and pick up my van from the dealership. When I arrived, a man by the name of [REDACTED] attended me and had asked me if I could take away all the stuff from my rental car. But when I got there, I noticed that my van was looking the same way it had done in the photos. The only difference is that there are marks from the windshield wipers when they had previously turned it on to remove the dirt from the main visor. Because I was very furious, at the fact that you had promised me it would be very well detailed, I forgot to take pictures. I told [REDACTED] that was not my definition of a clean and well-detailed car. Then he had asked me why? And at that moment, I realized, when [REDACTED] called me saying that my van was ready for pick up, he had not given the car a very well look to see if it was well-detailed from both interior and exterior parts of the van.

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[REDACTED] Customer Retention Specialist

00Dj01qsDF_5003Z1J3YW [REDACTED]

Date | 09/20/2021

Subject

Re: [REDACTED] Customer Care reference# [REDACTED]

From	To	Sent Date/Time
Good morning Miss [REDACTED]	I like to inform you about at issue on [REDACTED] van last night I was pulling out from the back of [REDACTED] van the cable to charge the van so en the compartment when this cable was I noticed that one of the corner when it's at scrubs it's broken this part was pulling out for work from the dealership I will send you at picture this unacceptable I took [REDACTED] van to repair to the dealership not to be damage and broken parts. I will need pls to be replaced this part thanks.	09/20/2021 18:25 PM

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r Customer Retention Specialist

00DJ01qsDF_5003Z1J3YVW

Date	09/21/2021	Subject	Re: Chrysler Customer Care reference#
From		To	
		Sent Date/Time	09/21/2021 20:01 PM

Hello Mr.

- I have processed the reimbursement for the rental (\$582.67) which is separate than the \$5k offer.
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[REDACTED]
Chrysler Customer Retention Specialist

[REDACTED]00Dj01qsDF_5003Z1J3YrW [REDACTED]

Date	09/21/2021	Subject	Re: Chrysler Customer Care reference# [REDACTED]
From	[REDACTED]	To	[REDACTED]
			Sent Date/Time
			09/21/2021 20:50 PM

Will you please confirm the location of the damage?

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

From: US Customer Care [REDACTED]
Sent: 9/21/2021 4:01 PM
To: [REDACTED]
Subject: Re: Chrysler Customer Care reference# [REDACTED]

Hello Mr. [REDACTED]

- I have processed the reimbursement for the rental (\$582.67) which is separate than the \$5k offer.
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Thanks so much for your help. I add to this email the contract for the warranty we buy thanks

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From: US Customer Care [REDACTED]
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Thank you,

Chrysler Customer Retention Specialist

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From: [REDACTED]
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To: [REDACTED]
Subject: reference# [REDACTED]

12 September 2021

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[REDACTED]00DJ01qsDF_5003Z1J3YW [REDACTED]

Date	09/21/2021	Subject	Re: Chrysler Customer Care reference# [REDACTED]	
From	[REDACTED]	To	[REDACTED]	Sent Date/Time 09/21/2021 21:53 PM

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Chrysler Customer Retention Specialist

[REDACTED]00Dj01qsDF_5003Z1J3YfW [REDACTED]

Date	09/21/2021	Subject	Re: Chrysler Customer Care reference# [REDACTED]	Sent Date/Time	09/21/2021 22:39 PM
From	[REDACTED]	To	[REDACTED]		

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Subject: Re: Chrysler Customer Care reference# [REDACTED]

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Thank you,

[REDACTED]

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Subject: Re: Chrysler Customer Care reference# [REDACTED]

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Chrysler Customer Retention Specialist

Date	09/22/2021	Subject	Re: Chrysler Customer Care reference#
From		To	
			Sent Date/Time 09/22/2021 22:16 PM

Hello,

For some reason the video didn't attach. Please resend to [REDACTED] and include case# [REDACTED] in the subject line. I will have one of our agents give you a call and send the release form so you can review and determine if you would like to keep the vehicle with compensation. We want to finalize the buyback request. We can review the extended warranty options once you have decided on how you would like to proceed.

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I just called and left you a voicemail. I spoke with [REDACTED] and they will be detailing the vehicle then sending me the bill for reimbursement. Please pick up the vehicle once they notify you that it's ready and I will give you a call again this week to discuss compensation.

Thank you,

[REDACTED]
Chrysler Customer Retention Specialist

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

From: [REDACTED]

Sent: 9/13/2021 12:58 PM

To: [REDACTED]

Subject: Re: Chrysler Customer Care reference# [REDACTED]

12 September 2021

Good afternoon Mrs. [REDACTED] write to you, to inform you, about my case [REDACTED]. The last time you called me, you had asked me about what I wanted, apart from our van being fixed. I [REDACTED] and showed photos of how our van had looked all abandoned. These past four months, the van has been in the dealership and according to the photos, they had it in the sun and it is covered with dirt. This caused the paint of the van, to be damaged and lose its gloss, and it is now covered with stains from the dirt. And in the interior part of the van, the dashboard is all burnt and lost its vibrance from the heat of the sun. I remember when I first bought this vehicle, the salesman, bragged about how the van looks very well in its colors and the beautiful color of the interior, and how it was in very well condition. But now my van has been abandoned all these past four months and hasn't been cared for and has now lost its beautiful looks from both the exterior and interior parts of the car. Now going back to your question of what I wanted apart from my van being fixed, I asked you if you could please give my van its best looks which you then promised you would on both interior and exterior parts of the van. Then, on September 10, the dealership called me, saying that my van was ready for pickup but because I had work, I didn't have a chance to pick it up. But later on September 11, I was able to drive and pick up my van from the dealership. When I arrived, a man by the name of [REDACTED] attended me and had asked me if I could take away all the stuff from my rental car. But when I got there, I noticed that my van was looking the same way it had done in the photos. The only difference is that there are marks from the windshield wipers when they had previously turned it on to remove the dirt from the main visor. Because I was very furious, at the fact that you had promised me it would be very well detailed, I forgot to take pictures. I told [REDACTED] that was not my definition of a clean and well-detailed car. Then he had asked me why? And at that moment, I realized, when [REDACTED] called me saying that my van was ready for pick up, he had not given the car a very well look to see if it was well-detailed from both interior and exterior parts of the van.

He would then return with the van and he then said to me, I agree with you, this is not a very well detailed car, and nor is it ready for pick up. I will return in a moment and will take it to get it cleaned up. After 5 minutes passed, [REDACTED] returned with the van, dripping water, but without a clean and a vacuum from the interior part of the van. I opened the van and asked him, why he hadn't clean the interior part of the van where they were originally working? He had responded to me that they have never cleaned the interior part of the van. I then took a second look at the interior and saw that there had been footprints, all over the floor, where they had previously worked. And on the exterior part of the van, I noticed that a simple clean will not take away the dirt stains that had been sitting on the van for the past four months. Later, [REDACTED] told me that no one had ever told him, that my van had to be well-detailed and personally, I felt upset about this because you had promised me that my van would be well detailed and when I saw the van the same way as it did in the pictures, I thought about my wife being very upset because she has kept the rental car as clean as it can possibly be from both interior and exterior parts of the car. My point is that my wife was gonna leave the rental car super well-detailed and taken care of but we were gonna receive the van in its worst condition ever. I had the intention to cry because of my frustration and thinking how I was going to give the van back to my wife when she was gonna give back the rental car in very well conditions. I then told [REDACTED] that I was gonna talk to you, to resolve the promise that you had previously made to me. Now, if you cannot keep this promise, please don't ever ask again about what else I would want apart from my van being fixed. These past four months have been very infuriating for my family and me. All in all, I hope to receive a response from you very soon. And I hope when I pick up my van has at gas like when I drop off at the dealership and fuel electric because when I leave the van has a charge on the electric to. Thanks

Sincerely,

On Thursday, September 2, 2021, 03:44:01 PMPDT, US Customer Care [REDACTED] wrote:

Hello Mr. and Mrs. [REDACTED],

Thank you for taking the time to speak with me today regarding your [REDACTED]. As discussed, I will be your case manager and will be partnering with the dealership to repair the vehicle and review all available options to provide a resolution.

If you would like to reach me, you may reply to this email or call me at [REDACTED]

I look forward to working with you!

Thank you,

[REDACTED]
Chrysler Customer Retention Specialist

[REDACTED]00DJ01qsDF_5003Z1J3YfW [REDACTED]

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



Rental Agreement #:

3FVV07

Contract Date:

Account #:

BILL TO

Date/Time Out
05/24/2021 05:03 PMDate/Time In
09/15/2021 03:22 PM

Renter

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out	In
WHITE	8TIX173			28,138	37,656

VIN:

CLAIM INFORMATION

Claim# / PO# / RO#

Insured

Date of Loss

Type of Loss

Type of Vehicle

Repair Shop

CABRAL

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	114 DAY	4.39	500.35
REFUELING CHARGE	4 GAL	5.00	20.00

Subtotal 520.35

OVERLY FEE	114 DAY	0.18	20.39
MOTO	AX		0.65
SALES TAX	PCI	8.25	41.28

Total Charges (USD)

582.67

PAYMENTS

Payment Master Card -582.67

Total Payments (USD)

-582.67

Amount Due (USD)

0.00

Individual line item charges such as rental rates for Time and Distance, (e.g., sales taxes and fees or surcharges), and charges divided between may be rounded up or down a whole cent to ensure that the charges equal the total Amount Due and/or to avoid fractional cents.

For Billing Inquiries / Payment Terms :

Tel#:

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Amount Due (USD)

0.00

Remit To :

ENTERPRISE RENT-A-CAR
AVE

Paid By:

Fed Tax Id: 43-1514861

Account #

Rental Agreement

3FVV07

Amount

0.00

GPBR

3032



MOPAR®

TRousse D'ENTRETIEN DES PNEUS

KIT DE SERVICE DE NEUMÁTICOS

CAUTION / ATTENTION / PRECAUCIÓN:
POISON. HARMFUL IF SWALLOWED. MAY CAUSE ALLERGIC REACTION. • POISON. NOCIF EN CAS D'INGESTION. PEUT CAUSER UNE RÉACTION ALLERGIQUE. • VENENO. NOCIVO EN CASO DE INGESTION. PUEDE CAUSAR REACCIONES

WARNING: Cancer and Reproductive Harm • ATTENTION: Cancer et troubles de l'appareil reproducteur • ATENCIÓN: Cáncer y daños reproductivos – www.P65Warnings.ca.gov.

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Tire Sealant / Scellant à Pneus
68320204AB
15.2 FL. OZ (450 ml)
NET CONT / CONT NET / CONT NET

04726542AE
Numero de Pieza de Kit
Kit Part Number / Kit Référence



CABRAL
CHRYSLER • JEEP • DODGE • RAM

Manteca, CA

800-209-JEEP

www.cabraljeep.com

BAR # RC 79703
BAR # ARD 79703



0101ICHCS127202

CUSTOMER NO.					
LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.	
		9,025	/		
YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES	
20/CHRYSLER/PACIFICA PHEV (/PACIFICA					
VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.		P.O. NO.	R.O. DATE	REPRINT# 3	
			09/15/21		
COMMENTS					
MO:					

JOB# 1 CHARGES-----
LABOR-----
J# 1 75CHZ03 INTERIOR & EXTERIOR TECH(S):67 300.00
CUSTOMER REQUEST: CAR INTERIOR AND EXTERIOR DETAIL.
INTERIOR AND EXTERIOR DETAIL COMPLETED
AS CARE

JOB# 1 TOTALS-----
LABOR 300.00

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 300.00

JOB# 2 CHARGES-----
LABOR-----
J# 2 01CHZ00 TIRE INFLATION TECH(S):67 0.00
CHECK AND INFLATE EACH VEHICLE'S TIRES TO THE RECOMMENDED
TIRE PRESSURE RATING.INDICATE ON THE VEHICLE SERVICE INVOICE
THE TIRE PRESSURE MEASUREMENTS AFTER THE SERVICES WERE
PERFORMED.

JOB# 2 TOTALS-----
LABOR 0.00

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
LABOR-----
J# 3 01CHZ9023 FREE MULTI PT INSP TECH(S):67 0.00
FREE MULTIPOINT VEHICLE INSPECTION

JOB# 3 TOTALS-----
LABOR 0.00

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
J# 4-01CHZ13 EXT SYNTHETIC LOF TECH(S):67 40.00
Added Operation (HODGETIM @ 09/17/2021 08:50)
CUSTOMER STATES: CHANGE OIL AND FILTER.
REPLACE OIL AND OIL FILTER.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1		68191349-AC	FILTER ENGINE OIL	10.20	7.65	7.65
	6		68523969-AA	OIL 0W20	9.16	6.85	41.10
TOTAL - PARTS							48.75

JOB# 4 TOTALS-----
LABOR 40.00
PARTS 48.75

JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 88.75

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$405.00 (+TAX)

NOTICE TO CUSTOMER: CK

CABRAL
CHRYSLER • JEEP • DODGE • RAM

Manteca, CA

800-209-JEEP

www.cabraljeep.com

BAR # RC 79703
BAR # ARD 79703



214		TAG NO. 1070		INVO	
LABOR RATE		LICENSE NO.		MILEAGE 9,025 /	
YEAR / MAKE / MODEL		20/CHRYSLER/PACI		PHEV (/PAC	
VEHICLE I.D. NO.		DELIVERY DATE		DELIVERY	
F.T.E. NO.		P.O. NO.		R.O. DATE 09/15/21	
REPRINT# 3		MO:			

TOTALS-----

* NEXT RECOMMENDED SERVICE: *

* 09/15/2021 / 9026 MI 01CHZ00 TIRE INFLATION *

*****	TOTAL LABOR....	340.00
*	TOTAL PARTS....	48.75
* [] CASH [] CHECK CK NO. [] *	TOTAL SUBLET...	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL G.O.G....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	4.02
	TOTAL INVOICE \$	392.77

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE NOTED

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

THANK YOU FOR YOUR BUSINESS!!

C SIGNATURE
DUPLICATE INVOICE ***

NOTICE TO C

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

New Customer Assistance Inquiry Record (CAIR)#

80451324

VIN		Model Year	2020	Brand	
Body	RUES53	Vehicle		PACIFICA HYBRID LIMITED	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/03/2021	CAIR Type	Regular	Status	Closed
Close Date	09/03/2021	Origin	Telephone	Reason	
Mileage	7,500 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					
	USA				
Dealer					
Dealer Address					
	USA				
Dealer Zone	Southeast	Sales District		Service District	C
Subject	Vehicle Concern				
Synopsis					
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	103	Vehicle No Start
Reason Code	Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/03/2021 04:04 PM	Open
09/03/2021 04:10 PM	Closed

Initial Description

Vehicle cuts off

Case Comments

Date	Comment
09/03/2021	Customer is calling in due to vehicle shutting off while driving. Customer states the vehicle is not at a DLR and she is driving it. Agent informed the customer once she goes to DLR to call back to escalate for technical assistance

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2020	Brand	
Body	RUES53	Vehicle		PACIFICA HYBRID LIMITED	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/04/2021	CAIR Type	Regular	Status	Closed
Close Date	11/15/2021	Origin	Telephone	Reason	
Mileage	795 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
Dealer					
Dealer Address					
Dealer Zone					
Subject	Proactive ECS Outbound Program				
Synopsis	Buyback submitted and approved in VBBS. CDI provided to				
Customer Anomaly	Electronics				
	Engine Electronics				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly	12	Electronic engine issues (wiring)
Reason Code	Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
09/04/2021 03:14 AM	Open
11/15/2021 11:28 PM	Closed

Initial Description

Proactive ECS Outbound Program

Case Comments

Date	Comment
09/09/2021	FIRST T: reached out to customer to discuss The Enhanced Customer Satisfaction Program, customer stated that his vehicle stooped on him two months purchasing, the vehicle was taken to the DLR and he was told there was a failure and parts would need to be ordered. C/s it has now been 4 months and his vehicle is still at the DLR, he has not spoken to someone in over a week. Customer is also seeking information on buying his vehicle back. advised customer his concerns will be documented and escalated to CM for further assistance, he will receive a call within 48 hours from his CM with next steps, customer agreed.
09/13/2021	CRA Form Attached
09/13/2021	**Dispute Resolution Review** Case Escalated to CRT** Reviewed warranty history at customer request. Writer determined this should be escalated to CRT for case management. Assigned case to CRT.
09/18/2021	Writer called to acknowledge receipt of case. advised he had purchased brand new vehicle and it has stalled on him twice while driving and he is scared to drive the vehicle. stated the first repair was 3 months long and the second was also 3 months. has only had the vehicle for 3 months to drive and it only has miles. Writer inquired about arbitration case. advised that the arbitrator advised the timing was due to supply chain and there were not enough occurrences if the vehicle acted up more, then could take action. Writer verified has not filed arbitration or any other action at this time. seeks a repurchase. Writer advised she will facilitate the request to determine if the vehicle can be repurchased at this time. Writer verified email and set expectation that process takes several business days.
09/22/2021	Customer has participated in CQI survey. Survey Date :2021-09-20 00:00:00. Customer Verbatim :
10/25/2021	Cx states vehicle is dangerous to drive and is seeking callback from CM. Lights are showing up again like the last 2 times. Please call cx.
	Writer called to advise the request for repurchase was facilitated and approval received to offer repurchase at this time. Writer requested call back to review next steps in process. Writer acknowledged vm received that he is experiencing concerns with the van. Writer informed the van would need to be taken to the Dlr for diagnosis and requested call back to review if the has contacted the Dlr regarding vehicle concerns? Writer will alert the Dlr also. Writer requested call back to review next steps in the repurchase process.
11/04/2021	11/2: returned writers call. Writer advised that request for repurchase was approved and would be submitted and repurchased per state guidelines. Writer offered to assist with appt to have the vehicle reviewed for the coming on. advised he took vehicle in to Dlr for diagnosis. Writer advised repurchase process per state guidelines and timing. to make payments and drive repaired vehicle once dir. contacts stating repairs are complete. expressed concern that a new van will cost him more now due to global chip shortages and high demand. Writer acknowledged and offered CDI, explained process and set expectation that some Dlr are not accepting CDI. Writer advised of expiration days of 1/3/21. asked if Writers manager could increase the % off of next vehicle by increasing the price reduction using the CDI. Writer advised that could not be facilitated. Writer advised CDI is the most robust incentive to be offered. DOB 8/14/1987 no Govt affiliation expressed concern that he feels he will be out of pocket \$10K to get a new vehicle as his current vehicle cannot be repaired and cost of a new van is higher due to demand. asked options. Writer advised can accept the requested and offered repurchase or if preferred once the van is repaired writer will review monetary compensation. acknowledged that he felt writer was doing all she is able for the and expressed frustration that the van he purchased has had such concerns. advised he would like to move forward with repurchase. Writer informed new case Mgr will be in contact in 7-10 business days, writer will email repurchase acknowledgement. And later email CDI number once approved and generated.
11/04/2021	11/2: returned writers call. Writer advised that request for repurchase was approved and would be submitted and repurchased per state guidelines. Writer offered to assist with appt to have the vehicle reviewed for the coming on. advised he took vehicle in to Dlr for diagnosis. Writer advised repurchase process per state guidelines and timing. to make payments and drive repaired vehicle once dir. contacts stating repairs are complete. expressed concern that a new van will cost him more now due to global chip shortages and high demand. Writer acknowledged and offered CDI, explained process and set expectation that some Dlr are not accepting CDI. Writer advised of expiration days of 1/3/21. asked if Writers manager could increase the % off of next vehicle by increasing the price reduction using the CDI. Writer advised that could not be facilitated. Writer advised CDI is the most robust incentive to be offered. DOB 8/14/1987 no Govt affiliation expressed concern that he feels he will be out of pocket \$10K to get a new vehicle as his current vehicle cannot be repaired and cost of a new van is higher due to demand. asked options. Writer advised can accept the requested and offered repurchase or if preferred once the van is repaired writer will review monetary compensation. acknowledged that he felt writer was doing all she is able for the and expressed frustration that the van he purchased has had such concerns. advised he would like to move forward with repurchase. Writer informed new case Mgr will be in contact in 7-10 business days, writer will email repurchase acknowledgement. And later email CDI number once approved and generated.
11/04/2021	T3274J0 has escalated case to external system with name ES-72977. Case was escalated successfully.

Email(s)

Date	09/09/2021	Subject	Your Chrysler Ownership Experience!
From		To	
		Sent Date/Time	09/09/2021 21:12 PM

Hello Mr. [REDACTED],

Thank you so much for taking the time to speak with me today. I am so sorry you are experiencing concerns with your vehicle. As I mentioned on the phone, your ownership experience is very important to us. I have documented your concerns and have escalated your case to a Case Manager.

If you have any additional questions in the meantime, please contact us right away at [REDACTED]

We value you as a Chrysler customer. Thank you for driving a Chrysler!

Respectfully,

[REDACTED] Specialist

[REDACTED] 00Dj01qsDF_5003Z1J4p4l [REDACTED]

Date	09/18/2021	Subject	Chrysler Customer Care, Case: # [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time

Hello Mr. [REDACTED],

Thank you for your time to speak with me today. As mentioned, my name is [REDACTED] and I am a Customer Retention Specialist. I have assumed ownership of your case, and will be partnering with your Normandin Chrysler Dodge Jeep RAM dealership regarding your inquiry.

Once I gather some additional details, I will follow up with you to provide any next steps. Should you have any questions before I reach out to you, please contact me at [REDACTED]. For your reference, your case number is #80458165.

I look forward to working with you!

Best wishes,

[REDACTED] Customer Retention Specialist

[REDACTED] 00Dj01qsDF_5003Z1J4p4l [REDACTED]

Date	10/23/2021	Subject	Re: Chrysler Customer Care, Case: # [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time

Hi [REDACTED],

Any update on the situation? I recently saw red turtle again a couple of days ago while going on the freeway. It looks like my car is ready to go to the repairs third time in less than 1 year from purchase. Really appreciate some updates on this.

Thanks,

On Fri, Sep 17, 2021 at 5:54 PM US Customer Care <[REDACTED]> wrote:

>
>
>
> Hello Mr. [REDACTED],
>
> Thank you for your time to speak with me today. As mentioned, my name is
> [REDACTED] and I am a Customer Retention Specialist. I have assumed ownership
> of your case, and will be partnering with your Normandin Chrysler Dodge
> Jeep RAM dealership regarding your inquiry.
>
> Once I gather some additional details, I will follow up with you to
> provide any next steps. Should you have any questions before I reach out to
> you, please contact me at [REDACTED]. For your reference, your case
> number is #80458165.
>
> I look forward to working with you!
>
> Best wishes,
> [REDACTED]
> Customer Retention Specialist
>
>
>
>
> [REDACTED] 00Dj01qsDF_5003Z1J4p4l [REDACTED]

—
Thanx
[REDACTED]

Date	10/29/2021	Subject	Re: Chrysler Customer Care, Case: # [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time

10/29/2021 22:15 PM

Hi [REDACTED]

Any update on the situation. I am trying to reach you multiple times over this Week and its going to your voicemail and not hear back from you on the call. My car is giving a red turtle again basically not moving. I called customer care to raise a case to take it to the dealership and customer care is redirecting it to you. I don't have any other car to drive. I am currently stuck. Please let me know if there is any progress on my vehicle buyback or what are my next steps.. PLEASE I NEED A DRIVABLE VEHICLE ASAP .

Thanks,
Pranav

On Fri, Oct 22, 2021 at 5:06 PM Pranav [REDACTED] wrote:

> Hi [REDACTED]

> Any update on the situation? i recently saw red turtle again a couple of days ago while going on the freeway. It looks like my car is ready to go to the repairs third time in less than 1 year from purchase. Really appreciate some updates on this.

> [REDACTED]
> [REDACTED], 2021 at 5:54 PM US Customer Care <[REDACTED]> wrote:

>>
>>
>>
>>

>> Hello Mr. [REDACTED],

>> Thank you for your time to speak with me today. As mentioned, my name is [REDACTED] and I am a Customer Retention Specialist. I have assumed ownership of your case, and will be partnering with your Normandin Chrysler Dodge Jeep RAM dealership regarding your inquiry.

>> Once I gather some additional details, I will follow up with you to provide any next steps. Should you have any questions before I reach out to you, please contact me at [REDACTED] For your reference, your case number is #80458165.

>> I look forward to working with you!

>> Best wishes,
>> [REDACTED]
>> Customer Retention Specialist

>>
>>
>>
>>

>> [REDACTED]00DJ01qsDF_5003Z1J4p4l [REDACTED]

>>
> -

[REDACTED]
Thankx
[REDACTED]

Date	11/03/2021	Subject	Chrysler Customer Care, Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	11/03/2021 00:28 AM

Hello Mr. [REDACTED],
We sincerely apologize for any service-related difficulties you may have experienced with your vehicle. This is certainly not the experience we would like for any of our drivers.
[REDACTED] further review, we have determined that we can meet your request to have your vehicle repurchased. Per my voicemail, before moving forward, I would like to review the repurchase process and next steps with you. Once confirmed, another Specialist will be reaching out to you in 7-10 business days to provide information and facilitate the repurchase of your van.

As you have advised that you are experiencing concerns with the van, it will need to be taken to the dealership for diagnosis and repair under the terms of the warranty. Please advise if you have contacted the dealership to inform of concerns experienced and if a diagnosis appointment has been made yet?

Thank you,
[REDACTED]
[REDACTED]00DJ01qsDF_5003Z1J4p4l [REDACTED]

Date	11/03/2021	Subject	Re: Chrysler Customer Care, Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	11/03/2021 00:43 AM

Hi Jenny,

Looks like i missed the call from you.
I have taken my vehicle to Normidan Chrysler yesterday. They diagnosed the problem and suspect it was a similar one to the last 2 cases.

I am interested in getting this vehicle replaced with another Chrysler Pacifica Hybrid Vehicle. if you can call back to discuss further, I would appreciate it.

[REDACTED], 2021 at 5:28 PM US Customer Care [REDACTED]

wrote:

>
>
> Hello Mr. [REDACTED],
>
> We sincerely apologize for any service-related difficulties you may have
> experienced with your vehicle. This is certainly not the experience we
> would like for any of our drivers.
>
> [REDACTED] further review, we have determined that we can meet your request to
> have your vehicle repurchased. Per my voicemail, before moving forward,
> I would like to review the repurchase process and next steps with
> you. Once confirmed, another Specialist will be reaching out to you in
> 7-10 business days to provide information and facilitate the repurchase of
> your van.
>
> As you have advised that you are experiencing concerns with the van, it
> will need to be taken to the dealership for diagnosis and repair under
> the terms of the warranty. Please advise if you have contacted the
> dealership to inform of concerns experienced and if a
> diagnosis appointment has been made yet?
>
> [REDACTED]

[REDACTED] 00Dj01qsDF_5003Z1J4p4l [REDACTED]

—
Thankx

-Pranav [REDACTED]

Date	11/04/2021	Subject	Chrysler Customer Care, Case [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time 11/04/2021 00:41 AM

Dear Mr. [REDACTED],

Thank you for speaking with me in regards to the repurchase of your 2020 Chrysler Pacifica Hybrid. As discussed, a new case will be opened with our Reacquired Vehicle Team and your new Case [REDACTED] will be reaching out to you in 7-10 business days.

Your new Case [REDACTED] will discuss the process of your repurchase in more detail, however, if you'd like to start gathering the documentation listed below, this will help progress your case more quickly. The following documentation will be needed for your repurchase:

Repurchase:

A copy of the drivers license(s) of all titled owners

A copy of the vehicle registration

[REDACTED] and back of the title application (except [REDACTED] (if not in your possession, the lienholder can provide this to you); or a clean title (if no lien)

Bill of sale (buyers order and / or finance contract)

Payment history from your lienholder, detailing payment amounts and amounts going to principle and interest

A written lienholder payoff statement which includes the following: a 10-day payoff amount with a daily interest rate (per diem) and good-through date, account number, collateral information, and overnight payoff address

In addition, a Certain Designated Individual (CDI) number has been offered. I will email you with the number once the request is approved and generated in your name. The CDI number will provide you with the ability to purchase or lease a new, eligible, FCA vehicle at Employee Price (noted as [REDACTED] on the vehicle invoice), plus a \$200 program administration fee that is assessed at the time of sale from a participating FCA dealer.

I will keep an eye out for your new case to be opened. Once I see that your new Case [REDACTED] has been assigned [REDACTED] 6).

It has been a pleasure working with you!

Thank you,

[REDACTED]
Customer Retention Specialist

[REDACTED] 00Dj01qsDF_5003Z1J4p4l [REDACTED]

Date	11/04/2021	Subject	ACTION REQ [REDACTED] r Care has escalated this case to you for your input/assistance.
From	[REDACTED]	To	[REDACTED] Sent Date/Time 11/04/2021 19:43 PM

Customer Care has escalated this case 80458165 to you for your input/assistance

or RED TURTLE WARNING LIGHT DISPLAYED AND VEHICLE NOT GO OVER 5MPH, WOULD NOT

Date	11/04/2021	Subject	A CDI has been generated in your name - Customer Care, Customer Care		
From		To		Sent Date/Time	11/04/2021 19:55 PM

Dear Mr. Bethapudi,

Per our conversation, as a goodwill gesture, a Certain Designated Individual (CDI) number has been approved and generated in your name. The CDI number will provide you with the ability to purchase or lease a new, eligible, FCA vehicle at Employee Price (noted as [REDACTED] on the vehicle invoice), plus a \$200 program administration fee that is assessed at the time of sale. Please give this CDI number and sponsor name to the salesperson at the dealership that you are working with during the vehicle selection and sales process to determine if the dealership will be participating in the provided CDI offer.

In addition, the repurchase offered has been submitted into our system and you should hear from a member of the reacquisition team in 7-10 business days.

It has been a pleasure working with you. Please call me with any questions at (800) 654-2486. For reference your case number 80458165.

Thank you,
Jenny

[REDACTED]00Dj01qsDF_5003Z1J4p4l[REDACTED]

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Customer Retention Analysis

VIN: 17 digit VIN or last 8 of VIN	Make/model/model year: Vehicle make
■ : Select an in-service date	Current Mileage: Vehicle current mileage
Owner's last name:	State: Vehicle owner's state
Dealer name/code:	Business Center: Business center
Warranty coverage code:	MVP (Description):
MSRP: MSRP	
# of new vehicles: # of new vehicles	
# of owners on vehicle:	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) Select Y or N	
What was mileage at purchase:	
Customer-stated reason for buyback request: Select a reason for buyback request	
Process identifier: Select an identifier	
Days down: # of days down	Repair attempts: # of repair attempts
Last repair visit: Select date of last repair visit	
Is vehicle currently at dealer? (Y/N) Select Y or N	
Is customer in rental? (Y/N) Select Y or N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
08564	636794/101 879042 STAR	3/18/2021	5/18/2021	62				CUSTOMER STATES SERVICE CHARGING	REMOVED UNDERBODY SHIELD. DRAINED COOLANT FOR PIM. REMOVED AND REPLACED PIM MODULE. REFILLED COOLANT SYSTEM BY USING SCAN TOOL TO PERFORM BLEED PROCEDURE.. REPLACED 12 BATTERY.	
								TURTLE LIGHT IS ON DOES NOT MOVE TOWED IN.	05190265AF. CLEARED DTC'S. PERFORMED IMMOBILIZER ECU'S REPLACED AND TRANSFERRED SECRET KEY TO PIM. 36 PSI. PERFORMED RRT. UPDATED THE EBBM FROM 68461813AA TO 68461813 AB. RRT COMPLETED.	
08564	643925/101 935060 STAR	7/5/2021	9/10/2021	68	1807	1807	W	Service Charging System message displays and check engine light came Vehicle shut down and now will not engage transmission.	STAR AGENT STATED THAT PIM SHOULD BE REPLACED AND THEN CHECK FOR CORRECT OPERATION. STAR	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer:

Title:

Comments:



900 Capital Expressway Auto Mall San Jose

Fax: [REDACTED]

CELL: [REDACTED]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[REDACTED]	[REDACTED]	

MO: 795

LABOR & PARTS

J# 1 08CHZ02 WARNING LIGHTS HOURS: 4.00 TECH(S):0308 854.48

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
0308	03/18/21	14.50	16.00	1.50	1.50	HOLD OTHER
0308	03/22/21	14.00	15.60	1.60	1.60	HOLD OTHER
0308	03/22/21	15.90	16.30	0.40	0.40	HOLD OTHER
0308	03/23/21	8.00	8.50	0.50	0.50	HOLD OTHER
0308	03/23/21	8.60	9.00	0.40	0.40	HOLD OTHER
0308	04/16/21	10.50	11.10	0.60	0.60	HOLD OTHER
0308	05/17/21	8.80	10.00	1.20	1.20	HOLD OTHER
0308	05/17/21	10.50	12.50	2.00	2.00	LUNCH/DINNER
0308	05/17/21	13.00	14.40	1.40	1.40	HOLD OTHER
0308	05/17/21	14.80	16.20	1.40	1.40	HOLD OTHER
0308	05/18/21	8.80	8.80	0.00	0.00	FINISHED
TOTAL TECH TIME		11.00	11.00			

CUSTOMER STATES SERVICE CHARGING SYSTEM WARNING DISPLAYS AND THE RED TURTLE LIGHT IS ON DOES NOT MOVE TOWED IN CHECK AND ADVISE (IndicatorWarning Lights Concern)

VERIFIED CUSTOMER CONCERN. FOUND THAT CHECK ENGINE LIGHT IS ON. FOUND [REDACTED] POA78 AND POCOB ACTIVE. PERFORMED DIAG STEPS FOR BOTH [REDACTED]. CHECKED FOR CONTINUITY ON PIM CONNECTOR 1 TO TRANSMISSION CONNECTOR. WIRES READ ABOUT 0.4 OHMS. CHECKED FOR SHORT TO GROUND ON HARNESS. NO SHORT FOUND. CHECKED RESOLVER RESISTANCE TO RULE OUT FAULTY TRANSMISSION. RESOLVER RESISTANCE IS WITHIN SPEC. CHECKED RESOLVERS FOR SHORT TO GROUND OR FOR SHORT TO OTHER CIRCUIT. RESOLVERS ARE OK. ALSO CHECKED RESISTANCE FOR HIGH VOLTAGE TERMINALS. MOTORS WERE WITHIN SPEC. CREATED STAR CASE 101879042. SPOKE TO STAR AGENT T AND EXPLAINED TEST PERFORMED ON VEHICLE. START AGENT STATED THAT PIM SHOULD BE REPLACED FIRST.

REMOVED UNDERBODY SHIELD. DRAINED COOLANT FOR PIM. REMOVED AND REPLACED PIM MODULE. REFILLED COOLANT SYSTEM BY USING SCAN TOOL TO PERFORM BLEED PROCEDURE. TRIED TO POWER UP VEHICLE BUT IT WOULD NOT TURN ON. TESTED BATTERY WITH GR8. BATTERY FAILED GR8 TEST. REPLACED 12 [REDACTED] PLACED CHARGER AND UPDATED THE PIM FROM 05190174AM TO 05190265AF. CLEARED [REDACTED]. PERFORMED IMMOBILIZER ECU'S REPLACED AND TRANSFERRED SECRET KEY TO PIM. TEST DROVE VEHICLE. NO [REDACTED] SEEN AFTER TEST DRIVE. REPAIR COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	68381781-AA	MODULE IN 08035028	1995.00	1995.00	3327.06
JOB # 1	1	BBH6A001-AA	BATTERY 5 01083001	165.00	165.00	275.17
JOB # 1 COST TOTAL				2160.00		
JOB # 1 TOTAL PARTS						3602.23
JOB # 1 TOTAL LABOR & PARTS						4456.71

J# 3+50CHZ0 RAPID RESPONSE TRANS HOURS: 0.20 TECH(S):0308 42.72

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
0308	03/18/21	16.00	16.20	0.20	0.20	FINISHED
TOTAL TECH TIME		0.20	0.20			

PERFORM RAPID RESPONSE TRANSMITTAL SERVICE ACTION
RRT 20-069 [REDACTED] MODULE



Number.

Rental Branch Location:

ENTERPRISE RENT-A-CAR(2309)
3591 PEARL AVENUE
SAN JOSE, CA 951361532

ATION:

AP# or RO#/PO# RO 30
Owner's Vehicle: 2020 OTHER|CHSV OTHER|HYBRID
Additional Driver:

Repair Facility:

PLYMOUTH
SAN JOSE, CA 95136-1102

RENTAL DETAIL:

Rental Period: 4/6/21 to 5/18/21 (42 days)

Billed Period: 4/6/21 to 5/18/21 (42 days)

	Quantity	Rate	Amount
Products and Services			
TIME & DISTANCE	42	40.50	\$1,701.14
NO CHARGE DISTANCE	0	0.00	\$0.00
Taxes and Surcharges			
SALES TAX	1	9.25%	\$157.36
OVERY FEE	42	1.75	\$73.50
Total Charges:			\$1,932.00
Less Amount Received:			\$252.00
Total Amount Due:			\$1,680.00

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN
4/6/21 7:49 PM	2021	NISN	KICK	

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:

ENTERPRISE RENT-A-CAR(23LB)
PO BOX 843061
KANSAS CITY, MO 64184-3061
Federal ID:36-3041733

Total Charges: \$1,932.00
Less Amount Received: \$252.00
Total Amount Due..... **\$1,680.00**

Complaint: CUSTOMER STATES SERVICE CHARGING SYSTEM WARNING DISPLAYS AND THE RED TURTLE LIGHT IS ON DOES NOT MOVE TOWED IN CHECK AND ADVISE (IndicatorWarning Lights Concern) CHECK AND INFLATE TIRES TO PROPER PRESSURE RECORD PRESSURES ON REPAIR ORDER PERFORM RAPID RESPONSE TRANSMITTAL SERVICE ACTION RRT 20-069 PHEV ELECTRONIC BRAKE BOOSTER MODULE RENTAL DURING REPAIRS PERFORMED ON RO# 636794

Cause: VERIFIED CUSTOMER CONCERN FOUND THAT CHECK ENGINE LIGHT IS ON FOUND DTC'S P0A78 AND P0C0B ACTIVE PERFORMED DIAG STEPS FOR BOTH DTC'S CHECKED FOR CONTINUITY ON PIM CONNECTOR 1 TO TRANSMISSION CONNECTOR WIRES READ ABOUT 04 OHMS CHECKED FOR SHORT TO GROUND ON HARNESS NO SHORT FOUND CHECKED RESOLVER RESISTANCE TO RULE OUT FAULTY TRANSMISSION RESOLVE R RESISTANCE IS WITHIN SPEC CHECKED RESOLVERS FOR SHORT TO GROUND OR FOR SHORT TO OTHER CIRCUIT RESOLVERS ARE OK ALSO CHECKED RESISTANCE FOR HIGH VOLTAGE TERMINALS MOTORS WERE WITHIN SPEC CREATED STAR CASE 101879042 SPOKE TO STAR AGEN T AND EXPLAINED TEST PERFORMED ON VEHICLE START AGENT STATED THAT PIM SHOULD BE REPLACED FIRST PERFORM RRT

Correction: REMOVED UNDERBODY SHIELD. DRAINED COOLANT FOR PIM. REMOVED AND REPLACED PIM MODULE. REFILLED COOLANT SYSTEM BY USING SCAN TOOL TO PERFORM BLEED PROCEDURE. TRIED TO POWER UP VEHICLE BUT IT WOULD NOT TURN ON. TESTED BATTERY WITH GR8. BATTERY FAILED GR8 TEST. REPLACED 12 VOLT BATTERY. PLACED CHARGER AND UPDATED THE PIM FROM 05190174AM TO 05190265AF. CLEARED DTC'S. PERFORMED IMMOBILIZER ECU'S REPLACED AND TRANSFERRED SECRET KEY TO PIM. TEST DROVE VEHICLE. NO DTC'S SEEN AFTER TEST DRIVE. REPAIR COMPLETED. 36 PSI. PERFORMED RRT. UPDATED THE EBBM FROM 68461813AA TO 68461813 AB. RRT COMPLETED.

LOP Information

LOP	LOP Description
95400140	Special Services ; Loaner ; Loaner Car ; Competitive Vehicles
	Special Services ; Loaner ; Loaner Car ; Loaner Car
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
18197791	Software Flash ; Module ; Module, Electronic Brake Booster (EBBM) ; Module, Electronic Brake Booster (EBBM) - Inspect Software Level
08198205	Electrical System ; Modules ; Module, power inverter (PIM) ; PHEV
08080110	Electrical System ; Battery ; Battery ; All Others
07FF0151	Cooling System ; Fluid Fill ; Coolant, Engine ; Drain and fill - PHEV powertrain

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Return Date
CHBBH6A001-AA	BATTERY -STORAGE	1	\$275.17	No	
CH68381781-AD	MODULE -INVERTER	1	\$3,327.06	No	
BBH6A001AA	BATTERY -STORAGE	1	\$275.17	No	01/01/0001
68381781AD	MODULE -INVERTER	1	\$3,327.06	No	01/01/0001

Repair Order Detailed Report [REDACTED] or VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2020	Body	RUES53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date	08/20/2020	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	EH3	3.6L V6 HYBRID ENGINE			Serial#	[REDACTED]	
Transmission	DFQ	EFLITE SI-EVT TRANSMISSION			Serial#	Z2030M0014	
Report Number	643925	System Key	521187385	Report Version	11	Open Date	07/05/2021
Close Date	09/10/2021	Narrative Date	09/13/2021	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Sold Date	12/30/2020	Built Date	08/20/2020	Advisor	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer City	[REDACTED] ZIP [REDACTED]						

Complaint: Customer states Service Charging System message displays and check engine light came Vehicle shut down and now will not engage transmission Check and advise (IndicatorWarning Light s Concern) CHECK AND INFLATE TIRES TO PROPER PRESSURE RECORD PRESSURES ON REPAIR ORDER

Cause: VERIFIED CUSTOMER CONCERN VEHICLE HAD MULTIPLE DTC'S INCLUD ING: P0AA4-00, P0A78-00, P0A79-00 AND U0623-00 TO NAME A FEW CREATED [REDACTED] CASE 101935060 TO HAVE SOME ASSISTANCE IN DIAGN OSING VEHICLE [REDACTED] SUGGESTED THAT COOLANT LEVEL BE CHECKED AND CONNECTOR TO PIM INSPECTED COOLANT LEVEL, INSPECTED CONNECTOR, PERFORMED DIAG ON DTC P0A79-00, WIRING FROM TRANSMISSION TO PIM IS OK ALSO INSPECTED RESOLVERS IN TRANSMISSION PERFORMED SAME DIAG STEPS FOR DTC P0A78-00 WIRING AND RESOLVERS CHECKED IN THIS DIAG WERE OK INFORMED [REDACTED] THAT PIM WAS AT FAULT [REDACTED] SUGGESTED THAT RESE T WELD CHECK BE PERFORMED PERFORMED RESET WELD CHECK DTC'S RETURNED [REDACTED] SUGGESTED THAT LOI BE PERFORMED PERFORM ED LOI AND GAVE RESULTS TO [REDACTED] SENT PICTURES OF ARCING THAT OCCURED ON PIM [REDACTED] STATED THAT ENGINEERING WOULD REVIEW PHOTOS INSPECTED FUSES SUGGESTED BY [REDACTED] FUSED WAS BLOWN [REDACTED] STATED THAT FUSE SHOULD BE ORDERED AND THAT PIM WAS APPROVED [REDACTED] ALSO SUGGESTED THAT GROUND G904A BE INSPECTED GROUND WAS CLEAN, TIGHT AND HAD GOOD CONTINUITY PIM FINALLY ARRIVED WHILE REMOVING PIM FOUND MORE SIGNS OF ARCING ON PIM TO TRANSMISSION SURFACE

Correction: INFORMED [REDACTED] OF ARCING AND SENT PICTURES. DRAINED TRANSMISSION PER [REDACTED] CHECKED CONDITION AND SMELL. INFORMED [REDACTED] THAT FLUID SMELLED BURNT AND OIL HAD METAL SPECS. [REDACTED] STATED THAT ENGINEERING WAS LOOKING AT PICTURES OF TRANSMISSION FLUID. [REDACTED] STATED THAT LOW TEMP PASSIVE PUMP BE INSPECTED. CHECKED WIRING TO PUMP. WIRING IS OK. [REDACTED] STATED THAT PIM SHOULD BE REPLACED AND THEN CHECK LOW TEMP PASSIVE PUMP FOR CORRECT OPERATION. [REDACTED] T STATED THAT THE TRANSMISSION IS NOT THE ISSUE AND ENGINEERING WOULD DECIDE ON IT.

LOP information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Return Date
CH68381781-AD	MODULE -INVERTER	1	\$3,327.06	No	
CH68338717-AD	PDC -NONE	1	\$376.90	No	
CH68307507-AA	WIRING -MSD KIT	1	\$105.40	No	
CH68237427-AG	HEATER -ELECTRIC COOLANT	1	\$682.09	No	
CH68218925-AB	FLUID -AUTOMATIC TRANSMISSION	6	\$30.60	No	



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8165

CRA Form 8165

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Model Ye

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Busine
CentWarrant
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Descripti

Dealer Name DODGE JEEP RAM

MSRP USD 51,625.00

of new
vehicles 1Number
OwnPurchase
Date(if
Used)

CPC

Mileage at
purchase 14Customer
ReasonProce
IdentifiDays
Down 130Rep;
AttemptLast
Repair
Visit 9/10/2021

Is at Deal

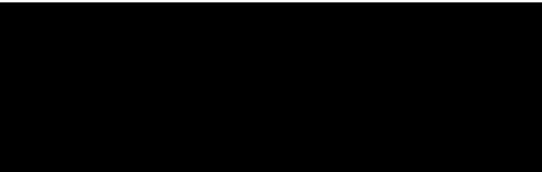
Is
Customer
currently
in Rental NoDays
RemOffers
Previously
Extended

Comments

Customer Reason - Service Charging System message displays and check engine light came Vehicle shut down and now will not engage transmission

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
564	79042 STAR/101879060 STAR	3/18/2021	5/18/2021	62	795	795	W	CUSTOMER STATES SERVICE CHARGING SYSTEM WARNING DISPLAYS AND THE RED TURTLE LIGHT IS ON DOES NOT MOVE TOWED IN.	Module, power inverter (PIM) Electronic Brake Booster (EBBM) REMOVED UNDERBODY SHIELD. DRAINED COOLANT FOR PIM. REMOVED AND REFILLED COOLANT TOOL TO PERFORM BLEED PROCEDURE.. REPLACED 12 VOLT BATTERY. PLACED THE PIM FROM 05190174AM TO 05190265AF. CLEARED DTC'S. PERFORMED IMMOBILIZER ECU'S REPLACED AND KEY TO PIM. PERFORMED RRT. UPDATED THE EBBM FROM 68461813AA TO	6350.33

										68461813 AB. RRT COMPLETED.	
	STAR	7/5/2021	9/10/2021	68	1807	1807	W	Service Charging System message displays and check engine light came Vehicle shut down and now will not engage transmission.	STAR AGENT STATED THAT [REDACTED] SHOULD BE REPLACED AND THEN CHECK LOW TEMP PASSIVE PUMP FOR CORRECT OPERATION. STAR	TBD	
	Per [REDACTED]								PER STAR: DTC P0A78-00 AND P0A79-00. NO PROBLEMS FOUND ON WIRING OR RESOLVERS, ALL DTC'S POINT TO [REDACTED] WAS REPLACED HERE ON 03/18/21 AT 771 MILES. PERFORMED THE RESET WELD CHECK. CODE WENT STORED. CLEARED DTC'S AND PERFORMED 2 KEY OFF CYCLES. DTC'S STILL RETURN. REMOVED [REDACTED] COVER AND FOUND SIGNS OF ARCING. PERFORMED LOI CHECK. HAD READING OF 0.0 FOR BOTH + AND - HIGH VOLTAGE TERMINALS ON [REDACTED] [REDACTED] ordered under 3476**. REMOVED THE [REDACTED] AND FOUND THAT THE TRANSMISSION HAS SIGNS OF ARCING. FOUND MANY FINE PIECES OF METAL IN TRANSMISSION FLUID. ALL COOLANT RESERVOIRS ARE AT FULL MARK. I WILL INSTALL [REDACTED] AND TEST OUT THE LOW TEMP PASSIVE PUMP. REPLACED THE [REDACTED] FLASHED THE [REDACTED] AND CODES WENT STORED. PERFORMED RESET WELD PROCEDURE. STARTED VEHICLE. ONLY ONE DTC COMES UP. THE HV COOLANT HEATER STATUS IS LOCKED PERMANENT. REPLACED THE ECH. NOW I HAVE DTC U0623-00. REPLACED PDC. STARTED VEHICLE AND CHECKED COOLANT LEVEL. CHARGED HIGH VOLTAGE BATTERY. TEST DROVE VEHICLE. DTC DID NOT RETURN. TEST DRIVEN VEHICLE A TOTAL OF 31 MILES to confirm repair		



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New Customer Assistance Inquiry Record (CAIR)# 80466818

VIN		Model Year	2021	Brand	CHR
Body		Vehicle	CHR P	HYBRID TOURING L	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/07/2021	CAIR Type	Regular	Status	Closed
Close Date	09/08/2021	Origin	Brand Site	Reason	assistance
Mileage	1,700 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address					Customer
Caller City	Iowa City	Caller Country	USA	Caller Postal Code	52246
Customer	BR IES				
Customer Address					
Dealer					Dealer Phone
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	New Hybrid stops working while driving				
Synopsis					
Customer Anomaly	Drivability Stalling				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	9	Vehicle Stalling
Reason Code	Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/07/2021 03:06 PM	New
09/08/2021 09:20 AM	Open
09/08/2021 09:29 AM	Closed

Initial Description

We have a new Chrysler Pacifica Hybrid Touring L with less than 2000 miles. Last Monday (8/30), At a parking garage while my wife was driving it would not start. Instead it gave multiple error messages, including that the hood was opened (it wasn't) and that the charging systems wasn't working or needed service. Several minutes (and opening and closing the hood a couple times) she was finally able to get it started again. The check engine light has remained on since then. We immediately called our local dealer (not the dealer where we bought the car, which is 250 miles away) but the only dealer in town. The soonest they would let me schedule an appointment was in two and a half weeks (9/15). They didn't seem to care that it was a brand new vehicle that was having a major problem. We continued to drive the vehicle (since we still have to get places) and it seemed to do okay until yesterday (9/6). This time, while my wife was driving, the vehicle stopped working. With her forward momentum she was able to maneuver to the side of the road, but needless to say it was incredibly alarming. Again a similar set of errors appeared. Again eventually she was able to restart the car and limp home. At this point we don't dare use this car, not knowing when it might randomly stop working. Both dealer service and Chrysler care were closed for the holiday, but this morning (9/7) I called the dealer again trying to get the car sooner. But no luck. They still claimed to be booked and also stated that they didn't have any rentals currently available. They did offer to put me on a list to call if anything opened up, but I'm not holding my breath. As you might imagine, this is all considerably frustrating. We have a brand new vehicle, one that cost a considerable amount of money, but we can't even trust driving it. You would think that Chrysler and their dealers would want people to trust their cars and would therefore work very quickly to rectify problems such as this, but so far I see no evidence of that. Looking online, long dealer waits for new car problems seem to be the rule rather than the exception. I also fear that when I can finally get my car to the dealer, they will simply reset the check engine light, say they couldn't replicate the problem, and try and send me on my way with a vehicle I cannot trust.

Email(s)

Date	09/07/2021	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From		To		Sent Date/Time	09/07/2021 15:06 PM

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

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

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

Chrysler Brand:

FCA Brand:

For any future communication related to this email, please refer to reference number 80466818.

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit
https://www.chrysler.com/crossbrand_us/privacy

Date	09/08/2021	Subject	Vehicle Concern
From		To	
		Sent Date/Time	09/08/2021 09:29 AM

Hello [REDACTED]

Thank you for contacting Chrysler Customer Care. We would like to thank you for your email and for taking the time to share your feedback with us regarding your visit, to service your vehicle at the dealership.

We understand your frustration when experiencing any concern with your vehicle especially ones where it leaves you feeling like you cannot trust your vehicle. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

The best plan of action is to contact us during the dealership hours (9am-5pm EST.). Addressing your situation to an agent, will provide yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the issue addressed and resolved.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at [REDACTED]

Sincerely,

[REDACTED]
Chrysler Customer Care

[REDACTED]00Dj01qsDF_5003Z1J5MC [REDACTED]

Date	09/08/2021	Subject	Vehicle Concern
From		To	
Sent Date/Time		09/08/2021 09:29 AM	
Hello			
Thank you for contacting Chrysler Customer Care. We would like to thank you for your email and for taking the time to share your feedback with us regarding your visit, to service your vehicle at the dealership.			
We understand your frustration when experiencing any concern with your vehicle especially ones where it leaves you feeling like you cannot trust your vehicle. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.			
The best plan of action is to contact us during the dealership hours (9am-5pm EST.). Addressing your situation to an agent, will provide yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the issue addressed and resolved.			
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at			
Sincerely,			
Chrysler Customer Care			
00Dj01qsDF_5003Z1J5MO			

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

New Customer Assistance Inquiry Record (CAIR)# 80489154

VIN		Model Year	2020	Brand	
Body	RUES53	Vehicle		PACIFICA HYBRID LIMITED	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/09/2021	CAIR Type	Regular	Status	Closed
Close Date	12/03/2021	Origin	Telephone	Reason	
Mileage	20,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
Dealer		JEEP-DODGE INC	Dealer Phone		
Dealer Address	1711 WEST LUCAS STREET				
Dealer Zone	Southeast	Sales District		1227	USA
Subject	seeking rental and parts				
Synopsis	close				
Customer Anomaly	Battery				
Contact Reason	C75	Part Not Available/Backordered	Customer Anomaly	102	Battery Issues
Reason Code	Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
09/09/2021 01:10 PM	Open
10/09/2021 02:58 PM	Suspended
10/11/2021 04:02 AM	Open
12/03/2021 04:02 PM	Closed

Initial Description

called seeking assistance with getting vehicle repaired and rental. stated hat on 08/28/21 they were travelling in and the vehicle shut down the had the vehicle towed to the local DLR and it has been there for the last 2 weeks. stated that she had to rent a vehicle to get home and the DLR advised that they are waiting on parts. Agent will send the case to the team for follow up.

Case Comments

Date	Comment
09/09/2021	called seeking assistance with getting vehicle repaired and rental. stated hat on 08/28/21 they were travelling in and the vehicle shut down the had the vehicle towed to the local DLR and it has been there for the last 2 weeks. stated that she had to rent a vehicle to get home and the DLR advised that they are waiting on parts. Agent will send the case to the team for follow up.
09/10/2021	Dealer Code: In-Service Date: 11/05/2020 Mileage: 20000 Is vehicle within Warranty? Y/N Open recalls :NO Original Owner? (Y/N) YES Number of household vehicles : FIVE Is customer in rental? Y/N YES Parts on B/O? Y/N YES STAR Case? Y/N YES Repeat issue? Y/N NO Previous Related Cases NO Current location of vehicle DE Notes NO Customer Concern/Issue/Request: Assistance
09/10/2021	I called the dealer, There is a STAR case open and they are working to get the vehicle back up ASAP.
09/10/2021	I called the customer. The call went to VM, I left a message with contact and an explanation on what I am doing for her concerns.
09/11/2021	The called in for the cm - looking for rental assistance for the vehicle as she has already spent 1000 dollars on rentals - looking for loaner assistance from the dealer in her area if possible - advised loaners are at the discretion of the dealer and she can submit for possible reimbursement - cm not available will be notified of the call in -
09/13/2021	I called the dealer, I spoke to Mke, they are working with STAR with no diagnoses yet.
09/13/2021	I called the customer, the call went to VM, I left a message with the update I received from the dealer.
09/13/2021	I called the customer, She is in a rental through enterprise, I advised that we can go to \$40 per day. She is paying more than that. The customer asked about getting a loaner through the local dealer she bought it through. I will check into that. We will also need to check into getting this vehicle shipped to for her.
09/14/2021	I called the dealer, they are still working on this vehicle. Should have update later today.
09/15/2021	Dealer Code: In-Service Date: 11/25/2020 Mileage: 20000 Is vehicle within Warranty? Y/N ALL WARRANTY'S ARE ACTIVE. Open recalls : NO Original Owner? (Y/N) YES Number of household vehicles : FIVE Is customer in rental? Y/N YES Parts on B/O? Y/N YES STAR Case? Y/N YES Repeat issue? Y/N NO Previous Related Cases NO Current location of vehicle DE Notes NO Customer Concern/Issue/Request: STALL
09/15/2021	I CALLED THE DEALER SERVICE DEPARTMENT, They are still working with STAR. No diagnoses yet.
09/15/2021	I talk to the at and he will agree to help with rental.
09/15/2021	Message to Hello Thank you for taking my call today. I called about obtaining a rental vehicle for a Mrs. She purchased a from your sales department on 11/25/2020. Unfortunately her Pacifica broke down while on a trip in The vehicle is at dealer and a STAR case has been opened. I really appreciate your help with this. I have been approved to pay you for the total cost of this rental car with a prompt check to the dealer. Sincere Thanks
09/15/2021	Customer needs to speak with
09/15/2021	I called the customer, the call went to VM, I left a message for the customer that she can pick up a rental at and speak with in the service dept.
09/16/2021	I called the customer to make sure she understood my message concerning her rental arrangement. The call went to VM I left a message.
09/16/2021	***Inbound from CST seeking to speak to She returned her rental and is at the DLR to pick up a rental from them and they don't have it available. Warm transferred and ended call.
09/20/2021	from customer; The customer picked up the rental vehicle from local dealer.
09/20/2021	to dealer service department, I was left on hold.
09/21/2021	Dealer is working the STAR case.
09/24/2021	The customer left me a voice mail that the dealer has a part ordered and it needs to be expedited. I called the dealer, Part # 68372560AF Order # 265502
09/24/2021	contacted dealership, spoke to PAPM SM, who provided the part order information: Part: 68372560AF Order: 226502 OMC: 085667134 ETA: !/11/2021 Repair/Accessory: Repair Rental: Yes/No YES 09/11/2021 VOR: Yes/No YES
09/24/2021	REMINDER ; CUSTOMER IS IN CENTRAL TIME ZONE.
09/24/2021	I called the customer at listed number and and left a message that her part has been expedited.
09/27/2021	No new update on this part.
09/27/2021	System Update:Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS) (NO VIN).]
09/27/2021	***Part Specialist*** Part: 68372560AF Order: \$22650 OMC: has been upgraded to VOR Order ranked #14 to fill when material is available Per CLIMS: Supplier short component material ETA to dealer: to be p
10/01/2021	I called the customer to update on the part and to make sure all is going well. The call went to VM, I left a message.
10/02/2021	Order already upgraded. Analyst working to get parts shipped. No firm ETA

Date	Comment
10/04/2021	***Part Specialist Update*** Part: 68372560AF Order: \$22650 OMC: [REDACTED] of 10/4, no new updates Order ranked #14 to fill when material is available Per CLIMS: Supplier short component material ETA to dealer: to be provided
10/05/2021	I called the customer, the call went to VM, I left a message asking if all was well and I gave her the update that I have.
10/07/2021	***Part Specialist Update*** Part: 68372560AF Order: \$22650 OMC: 85704536 As of 10/07, order REL TO PDC ETA 4-7 Business days
10/12/2021	I called the customer, the call went to voice mail, therefore I left a message with the update on her part.
10/12/2021	I called the dealer, the part has not arrived yet. The parts manager was unhappy due to the fact he paid for overnight shipping.
10/14/2021	***Part Specialist Update*** Part: 68372560AF Order: \$22650 OMC: 85704536 As of 10/14, no new information available. As of 10/07, order REL TO PDC Reaching out to warehouse to ensure invoice to DLR for fulfillment.
10/15/2021	***Part Specialist Update*** Part: 68372560AF Order: \$22650 OMC: 85704536 As of 10/15, order INVOICED PDC ETA 2-3 Business days
10/18/2021	our shipment [REDACTED] Estimated delivery information not available. Past Event Label Created Past Event Shipped Past Event Delivered Current Event Held Pickup details UPS CC [REDACTED], 148 ABERDEEN DR., [REDACTED], US
10/18/2021	I called the dealer, spoke to [REDACTED] They have the part and the [REDACTED] should be repaired soon.
10/18/2021	I called the customer. The call went to voicemail. I left a message that the part has arrived and the [REDACTED] is being repaired.
10/19/2021	I called the dealer. The vehicle is repaired.
10/19/2021	Need to get the vehicle shipped.
10/20/2021	Called dealers, filed shipping template
10/20/2021	I called the customer, the call went to voicemail. I left a message informing that the repairs have been completed and I am arranging to have her [REDACTED] shipped to her dealer.
10/20/2021	I received a call from Mke at [REDACTED], the [REDACTED] needs another fuse. about 3 more days.
10/20/2021	Customer needs vehicle to be shipped from [REDACTED]. Vehicle broke down while customer was [REDACTED] On Vacation Dealer confirmed that the repair was covered under the basic warranty. YES ***** IS THIS REQUEST URGENT? YES HAS ANY COMMITMENT [REDACTED] MADE TO CUSTOMER WITH AN ETA? NO IS THE VEHICLE READY TO BE SHIPPED? YES IS CUSTOMER IN A RENTAL VEHICLE? YES ***** SPECIAL NOTE Please advise dealer and customer that shipping company will need to make direct contact with them before vehicle can be moved or delivered. ***** CAIR#: 80489154 VIN#: [REDACTED] Vehicle Description: 2020 Year: 2020 Make: CHRYSLER PACIFICA HYBRID LIMITED Color: Velvet Red Pearl Coat Customer Name: Mrs. [REDACTED] Customer Phone: [REDACTED] ***** CURRENT VEHICLE LOCATION: [REDACTED] Chry-Jeep-Dodge Inc ADDRESS: [REDACTED] ZIP CODE: [REDACTED] T PERSON: Mike [REDACTED] T # [REDACTED] ***** VEHICLE NEEDS TO BE SHIPPED TO ***** LOCATION: [REDACTED] Dodge Jeep Ram FIAT ADDRESS: [REDACTED] Madison, [REDACTED] ZIP CODE: [REDACTED] T PERSON: [REDACTED] or [REDACTED] T # [REDACTED] ***** SPECIAL INSTRUCTIONS IF ANY: ***** 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 *****
10/25/2021	Called the dealer, the part is there and being installed.
10/26/2021	Mke called from [REDACTED] the repair is complete.
10/26/2021	Shipping template submitted to [REDACTED] Site lead for processing Customer needs vehicle to be shipped from [REDACTED]. Vehicle broke down while customer was [REDACTED] On Vacation Dealer confirmed that the repair was covered under the basic warranty. YES ***** IS THIS REQUEST URGENT? YES HAS ANY COMMITMENT [REDACTED] MADE TO CUSTOMER WITH AN ETA? NO IS THE VEHICLE READY TO BE SHIPPED? YES IS CUSTOMER IN A RENTAL VEHICLE? YES ***** SPECIAL NOTE Please advise dealer and customer that shipping company will need to make direct contact with them before vehicle can be moved or delivered. ***** CAIR#: 80489154 VIN#: [REDACTED] Vehicle Description: 2020 Year: 2020 Make: CHRYSLER PACIFICA HYBRID LIMITED Color: Velvet Red Pearl Coat Customer Name: Mrs. [REDACTED] Customer Phone: [REDACTED] ***** CURRENT VEHICLE LOCATION: [REDACTED] Chry-Jeep-Dodge Inc ADDRESS: [REDACTED] ZIP CODE: [REDACTED] T PERSON: Mike [REDACTED] T # [REDACTED] ***** VEHICLE NEEDS TO BE SHIPPED TO ***** LOCATION: [REDACTED] Dodge Jeep Ram FIAT ADDRESS: [REDACTED] Madison, [REDACTED] ZIP CODE: [REDACTED] T PERSON: [REDACTED] or [REDACTED] T # [REDACTED] ***** SPECIAL INSTRUCTIONS IF ANY: ***** 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 *****
10/26/2021	***** START OF EMAIL TO SHIPPER ***** IS THIS REQUEST URGENT? YES HAS ANY COMMITMENT [REDACTED] MADE TO CUSTOMER WITH AN ETA? NO IS THE VEHICLE READY TO BE SHIPPED? YES IS CUSTOMER IN A RENTAL VEHICLE? YES ***** SPECIAL NOTE Please advise dealer and customer that shipping company will need to make direct contact with them before vehicle can be moved or delivered. ***** CAIR#: 80489154 VIN#: [REDACTED] Vehicle Description: 2020 Year: 2020 Make: CHRYSLER PACIFICA HYBRID LIMITED Color: Velvet Red Pearl Coat Customer Name: Mrs. [REDACTED] Customer Phone: [REDACTED] ***** CURRENT VEHICLE LOCATION: [REDACTED] Chry-Jeep-Dodge Inc ADDRESS: [REDACTED] ZIP CODE: [REDACTED] T PERSON: Mike [REDACTED] T # [REDACTED] ***** VEHICLE NEEDS TO BE SHIPPED TO ***** LOCATION: [REDACTED] Dodge Jeep Ram FIAT ADDRESS: [REDACTED] Madison, [REDACTED] ZIP CODE: [REDACTED] T PERSON: [REDACTED] or [REDACTED] T # [REDACTED] ***** SPECIAL INSTRUCTIONS IF ANY: ***** 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 SHIPPER *****
10/27/2021	***** START OF EMAIL FROM SHIPPER ***** Pickup: 10/27 Deliver: 10/28 ***** END OF EMAIL FROM SHIPPER *****
10/28/2021	I called [REDACTED] the shipper did pick up the vehicle.
10/28/2021	I called [REDACTED] The vehicle has arrived.
10/29/2021	I called the customer The call went to VM, I advised that her [REDACTED] is at her local dealer and can be picked up.
10/29/2021	called the customer The call went to VM, I asked if she has picked up her vehicle yet and if all is well.
10/29/2021	message to [REDACTED] concerning rental; Hello [REDACTED] I hope all is well, As soon as Mrs. [REDACTED] brings the rental vehicle back please email me the invoice and I will take care of it for you.
11/02/2021	Message to customer; Hi Mrs. [REDACTED] I hope all is well, have you been able to pick up your [REDACTED] yet??
11/03/2021	I called the customer to make sure she picked up her [REDACTED]
[REDACTED]	The customer called in, when they picked up the [REDACTED] it was filthy. Oil on the steering wheel and on the door panels floors. I advised that we will look into helping with clean up. Will call a local dealer.
[REDACTED]	I called [REDACTED] to see if they have a detailing department, The call kept going to VM that was full.
11/10/2021	I called [REDACTED] to see if they have a detailing department, there was no answer.
11/10/2021	I called both local dealers to see if they have a detail department. They do not.
11/10/2021	I called the customer regarding the car being returned dirty. I advised her to get it cleaned up and I will reimburse, This was left on VM
11/11/2021	-Emailed customer about the reimbursement of her detailing and to follow up with cm if she is intrested in offer.
11/16/2021	I called the customer, the call went to VM I left a message asking what is needed with the clean up of her car.
11/17/2021	Waiting on response.
11/22/2021	I called the customer, the call went to VM I left a message asking if all is well.
11/24/2021	Message to [REDACTED] Hello [REDACTED] I never received the bill for the rental in this case. I hope all is well [REDACTED]
11/29/2021	I called the customer and left a message asking about the situation with the vehicle clean up., Case will close if no response.
12/02/2021	I called the customer and left a message asking about the situation with the vehicle clean up., I advised that I am closing the case.
12/03/2021	Message to dealer; Hello [REDACTED] I never received the bill for the rental in this case. I hope all is well [REDACTED]

Email(s)

Date	Subject	Sent Date/Time
09/10/2021	seeking rental and parts	09/10/2021 15:43 PM
From	To	
Hello Mrs. [REDACTED]		
Thank you for contacting [REDACTED] customer service. My name is [REDACTED] I will be your case manager. Your case number is 80489154. My contact number is [REDACTED] EXT. 4060199. Please feel free to contact me with any questions you may have.		
Looking forward to assisting you		
[REDACTED] 00DJ01qsDF_5003Z1J5vhe [REDACTED]		
Date	Subject	Sent Date/Time
09/11/2021	RE: seeking rental and parts	09/11/2021 15:57 PM
From	To	

Hello [REDACTED] you for reaching out to me. I left a voice mail yesterday as well after I missed your initial phone call. I have extended my enterprise rental car through Monday 9/13. I was hoping we may be able to facilitate a loaner vehicle for me, as renting a car for weeks now is getting very expensive for me to manage while we wait for my pacifica to be fixed. Please let me know at your earliest convenience once you get either this email or my messages, so that we can work something out. Thank you so much [REDACTED] Sent via the Samsung Galaxy S20 FE 5G, an AT&T 5G smartphone
Original message From: US Customer Care [REDACTED] Date: 9/10/21 10:43 AM (GMT-06:00) To: [REDACTED]
Subject: seeking rental and parts
Hello Mrs. [REDACTED]

Thank you for contacting Chrysler customer service. My name is [REDACTED] I will be your case manager. Your case number is 80489154. My contact number is [REDACTED] EXT. 4060199. Please feel free to contact me with any questions you may have.

Looking forward to assisting you

[REDACTED]
[REDACTED]00DJ01qsDF_5003Z1J5vhe [REDACTED]

Date	09/13/2021	Subject	RE: seeking rental and parts
From	[REDACTED]	To	[REDACTED]
Sent Date/Time	09/13/2021 12:36 PM		

Hello Mrs. [REDACTED]
Sorry I missed you today when I called. I will continue to try and reach you today.

Original Message
From: [REDACTED]
Sent: 9/11/2021 11:57 AM
To: [REDACTED]
Subject: RE: seeking rental and parts

Hello [REDACTED] you for reaching out to me. I left a voice mail yesterday as well after I missed your initial phone call. I have extended my enterprise rental car through Monday 9/13. I was hoping we may be able to facilitate a loaner vehicle for me, as renting a car for weeks now is getting very expensive for me to manage while we wait for my pacifica to be fixed. Please let me know at your earliest convenience once you get either this email or my messages, so that we can work something out. Thank you so much [REDACTED] Sent via the Samsung Galaxy S20 FE 5G, an AT&T 5G smartphone

Original message From: US Customer Care [REDACTED] Date: 9/10/21 10:43 AM (GMT-06:00) To: [REDACTED]
Subject: seeking rental and parts
Hello Mrs. [REDACTED]

Thank you for contacting Chrysler customer service. My name is [REDACTED] I will be your case manager. Your case number is 80489154. My contact number is [REDACTED] EXT. 4060199. Please feel free to contact me with any questions you may have.

Looking forward to assisting you

[REDACTED]
[REDACTED]00DJ01qsDF_5003Z1J5vhe [REDACTED]

Date	09/15/2021	Subject	RE: seeking rental and parts
From	[REDACTED]	To	[REDACTED]
Sent Date/Time	09/15/2021 19:49 PM		

Hello Mrs. [REDACTED]
Sorry I missed you today when I called. I was able to speak with the service manager Gary at [REDACTED] He agreed to help us out with your rental situation. You can turn the one you have in and pick one up at the dealer and I have agreed to pay the dealer when all is repaired. At that point we can look into what we can do for the expenses you have all ready put out for your current rental.

Original Message
From: US Customer Care [REDACTED]
Sent: 9/13/2021 8:36 AM
To: [REDACTED]
Subject: RE: seeking rental and parts

Hello Mrs. [REDACTED]
Sorry I missed you today when I called. I will continue to try and reach you today.

Original Message
From: [REDACTED]
Sent: 9/11/2021 11:57 AM
To: [REDACTED]
Subject: RE: seeking rental and parts

Hello [REDACTED] you for reaching out to me. I left a voice mail yesterday as well after I missed your initial phone call. I have extended my enterprise rental car through Monday 9/13. I was hoping we may be able to facilitate a loaner vehicle for me, as renting a car for weeks now is getting very expensive for me to manage while we wait for my pacifica to be fixed. Please let me know at your earliest convenience once you get either this email or my messages, so that we can work something out. Thank you so much [REDACTED] Sent via the Samsung Galaxy S20 FE 5G, an AT&T 5G smartphone

Original message From: US Customer Care [REDACTED] Date: 9/10/21 10:43 AM (GMT-06:00) To: [REDACTED]
Subject: seeking rental and parts
Hello Mrs. [REDACTED]

Thank you for contacting Chrysler customer service. My name is [REDACTED] I will be your case manager. Your case number is 80489154. My contact number is [REDACTED] EXT. 4060199. Please feel free to contact me with any questions you may have.

Looking forward to assisting you

[REDACTED]
[REDACTED]00DJ01qsDF_5003Z1J5vhe [REDACTED]

Date	09/24/2021	Subject	RE: seeking rental and parts
From	[REDACTED]	To	[REDACTED]
Sent Date/Time	09/24/2021 13:31 PM		

Hello Mrs. [REDACTED]
 Sorry I missed you today when I called. I did receive your message. I called the dealer service department and obtained the part number and order number and expedited the part with our parts department to speed up the delivery.

Hope all is well

[REDACTED]

----- Original Message -----
 From: US Customer Care [REDACTED]
 Sent: 9/15/2021 3:49 PM
 To: [REDACTED]
 Subject: RE: seeking rental and parts

Hello Mrs. [REDACTED]
 Sorry I missed you today when I called. I was able to speak with the service manager [REDACTED] at Rhythm Chrysler. He agreed to help us out with your rental situation. You can turn the one you have in and pick one up at the dealer and I have agreed to pay the dealer when all is repaired. At that point we can look into what we can do for the expenses you have all ready put out for your current rental.

[REDACTED]

----- Original Message -----
 From: US Customer Care [REDACTED]
 Sent: 9/13/2021 8:36 AM
 To: [REDACTED]
 Subject: RE: seeking rental and parts

Hello Mrs. [REDACTED]
 Sorry I missed you today when I called. I will continue to try and reach you today.

[REDACTED]

----- Original Message -----
 From: krivacek79 [REDACTED]
 Sent: 9/11/2021 11:57 AM
 To: [REDACTED]
 Subject: RE: seeking rental and parts

Hello [REDACTED] Thank you for reaching out to me. I left a voice mail yesterday as well after I missed your initial phone call. I have extended my enterprise rental car through Monday 9/13. I was hoping we may be able to facilitate a loaner vehicle for me, as renting a car for weeks now is getting very expensive for me to manage while we wait for my pacifica to be fixed. Please let me know at your earliest convenience once you get either this email or my messages, so that we can work something out. Thank you so much [REDACTED] Sent via the Samsung Galaxy S20 FE 5G, an AT&T 5G smartphone

----- Original message ----- From: US Customer Care [REDACTED] Date: 9/10/21 10:43 AM (GMT-06:00) To: [REDACTED]
 Subject: seeking rental and parts

Hello Mrs. [REDACTED]

Thank you for contacting Chrysler customer service. My name is [REDACTED] I will be your case manager. Your case number is 80489154. My contact number is [REDACTED] EXT. 4060199. Please feel free to contact me with any questions you may have.

Looking forward to assisting you

[REDACTED]

[REDACTED]00Dj01qsDF_5003Z1J5vhe [REDACTED]

Date	10/01/2021	Subject	RE: seeking rental and parts		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	10/01/2021 15:32 PM

Hello Mrs. [REDACTED]
 Sorry I missed you today when I called today, I hope all is well. I will keep checking on your needed part and keep you informed.

[REDACTED]

----- Original Message -----
 From: US Customer Care [REDACTED]
 Sent: 9/24/2021 9:31 AM
 To: [REDACTED]
 Subject: RE: seeking rental and parts

Hello Mrs. [REDACTED]
 Sorry I missed you today when I called. I did receive your message. I called the dealer service department and obtained the part number and order number and expedited the part with our parts department to speed up the delivery.

Hope all is well

[REDACTED]

----- Original Message -----
 From: US Customer Care [REDACTED]
 Sent: 9/15/2021 3:49 PM
 To: [REDACTED]
 Subject: RE: seeking rental and parts

Hello Mrs. [REDACTED]
 Sorry I missed you today when I called. I was able to speak with the service manager [REDACTED] at [REDACTED]. He agreed to help us out with your rental situation. You can turn the one you have in and pick one up at the dealer and I have agreed to pay the dealer when all is repaired. At that point we can look into what we can do for the expenses you have all ready put out for your current rental.

[REDACTED]

----- Original Message -----
 From: US Customer Care [REDACTED]
 Sent: 9/13/2021 8:36 AM
 To: [REDACTED]
 Subject: RE: seeking rental and parts

Hello Mrs. [REDACTED]
 Sorry I missed you today when I called. I will continue to try and reach you today.

[REDACTED]

----- Original Message -----
 From: krivacek79 [REDACTED]
 Sent: 9/11/2021 11:57 AM
 To: [REDACTED]
 Subject: RE: seeking rental and parts

Hello [REDACTED] you for reaching out to me. I left a voice mail yesterday as well after I missed your initial phone call. I have extended my enterprise rental car through Monday 9/13. I was hoping we may be able to facilitate a loaner vehicle for me, as renting a car for weeks now is getting very expensive for me to manage while we wait for my pacifica to be fixed. Please let me know at your earliest convenience once you get either this email or my messages, so that we can work something out. Thank you so much [REDACTED] Sent via the Samsung Galaxy S20 FE 5G, an AT&T 5G smartphone

----- Original message ----- From: US Customer Care [REDACTED] Date: 9/10/21 10:43 AM (GMT-06:00) To: [REDACTED]
 Subject: seeking rental and parts

Hello Mrs. [REDACTED]

Thank you for contacting Chrysler customer service. My name is [REDACTED] I will be your case manager. Your case number is 80489154. My contact number is [REDACTED] EXT. 4060199. Please feel free to contact me with any questions you may have.

Looking forward to assisting you

[REDACTED]

[REDACTED]00DJ01qsDF_5003Z1J5vhe [REDACTED]

Date	10/05/2021	Subject	RE: seeking rental and parts
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	10/05/2021 16:17 PM

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.