

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	2C4RC1L7	Model Year	2019	Brand	CHRYSLER
Body	RUEH53	Vehicle	CHRYSLER PACIFICA HYBRID TOURING L		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/17/2021	CAIR Type	Legal	Status	Closed
Close Date	01/10/2022	Origin	Email	Reason	
Mileage	22,116 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					
	BOTHELL	WA		USA	
Dealer	60337	RAIRDON'S CHRYSLER JEEP DODGE OF		Dealer Phone	
Dealer Address	12828 NE 124TH ST				
	KIRKLAND	WA	98034 8309	USA	
Dealer Zone	West	Sales District		Service District	A
Subject	Accident				
Synopsis	Dictated denial letter to owner.				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
12/17/2021 04:41 PM	Open
01/10/2022 07:54 PM	Closed

Initial Description

Vehicle stalled and he was rear ended.

Case Comments

Date	Comment
12/17/2021	Email received from STAR. Customer states they were driving on the freeway and the vehicle shut off, while trying to get over they were rear ended, all electrical was on but the vehicle would not move. When the tow arrived the vehicle started and moved. Vehicle Location: Rairdon's Chrysler Jeep Dodge of Kirkland 12828 NE 124th St Kirkland, WA 98034 425-821-1777 Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
12/17/2021	Assigned to PAG45 EDR REQUESTED
12/17/2021	***Voice of Customer*** customer has vehicle in shop for repairs customer seeking rental vehicle ***Actions Taken*** Per AH 1707 advised customer that we would document his request for a rental and if he chose to rent a vehicle he could retain his receipts ***Next Steps*** added notes to case
12/18/2021	CCRG Open Date: 12/17/2021 13:59:40
01/10/2022	FILE RETURNED TO SI FOR RESOLUTION Dictated letter to owner.

Email(s)

Date	12/17/2021	Subject	FCA - Inspection Request for 81410365	Sent Date/Time	12/17/2021 19:28 PM
From	uscustomer@fca.com	To			
Fri Dec 17 00:00:00 GMT 2021 CAIR Data File CAIR					
Company:					
Cust:					
AD1:					
AD2:					
Primary Phone:					

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

BOTHELL, WA [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes-----

Check Information -----

Opened By:

[REDACTED]

Open Date:

Fri Dec 17 16:41:50 GMT 2021

Type:

Special Investigation

Status:

Open

Last Updated By:

Patricia Griesbeck

Origin:

Email

Vehicle Information

VIN:

2C4RC1L7 [REDACTED]

YR/Model:

2019 RUEH53 CHRYSLER PACIFICA HYBRID TOURING L

Sls BC/Sls/Svc/Dlr:

West Rairdon's Chrysler Jeep Dodge of Kirkland

In Srv Date:

Sat Jul 13 00:00:00 GMT 2019

Svc BC/Sls/Svc/Dlr:

West Rairdon's Chrysler Jeep Dodge of Kirkland

Curr M/Km:

22116.0 Miles

Recalls

Recall:

W46

2017-20 RU PHEV 12-VOLT ISOLATOR POST CONNECTION

Safety Campaign

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** Vehicle stalled and he was rear ended. ***

NARRATIVE ADDED BY Patricia Griesbeck ON Fri Dec 17 19:28:22 GMT 2021

Assigned to PAG45
EDR REQUESTED

NARRATIVE ADDED BY Lisa Schkoo ON Fri Dec 17 17:58:59 GMT 2021

Email received from STAR.

Customer states they were driving on the freeway and the vehicle shut off, while trying to get over they were rear ended, all electrical was on but the vehicle would not move. When the tow arrived the vehicle started and moved.

Vehicle Location:

Rairdon's Chrysler Jeep Dodge of Kirkland
12828 NE 124th St
Kirkland, WA 98034
425-821-1777

Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER 81410365 REQUEST EAA INSPECTION Fri Dec 17 00:00:00 GMT 2021

Date	12/17/2021	Subject	FCA - Inspection Request for 81410365	Sent	12/17/2021 19:28
From	uscustomer@fcagroup.com	To	[REDACTED]	Date/Time	PM

Company: [REDACTED]
Cust: [REDACTED] PL
ADZ: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
[REDACTED] com
City/ZIP: BOTHELL, WA [REDACTED]
Country: USA
Co-own: NOT SURE

Status and Notes _____ Check Information _____

Open Date: Fri Dec 17 16:41:50 GMT 2021
Type: Special Investigation
Status: Open
Origin: Email

Vehicle Information

VIN: 2C4RC1L76 [REDACTED]
YR/Model: 2019 RUEH53 CHRYSLER PACIFICA HYBRID TOURING L
Sls BC/Sls/SvcDir: West Rairdon's Chrysler Jeep Dodge of Kirkland
In Srv Date: Sat Jul 13 00:00:00 GMT 2019
Svc BC/Sls/SvcDir: West Rairdon's Chrysler Jeep Dodge of Kirkland
Curr M/Km: 22116.0 Miles

Recalls

Recall: W46
2017-20 RU PHEV 12-VOLT ISOLATOR POST CONNECTION
Safety Campaign
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

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*** Vehicle stalled and he was rear ended. ***

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Per OGC Matrix, reassigned to 82T.
CAIR NUMBER 81410365 REQUEST EAA INSPECTION Fri Dec 17 00:00:00 GMT 2021

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6300 LB

TIRES

36 PSI) COLD

TIRES

36 PSI) COLD

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY

STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 2C4RC

TYPE:

MPV

MMN:111413 44400

VEHICLE MADE IN CANADA

PRINT: PQR

TRIN: ELV



2C4RC1L76



















MAINE STATE
BOA7273

e-HYBRID













0 MPH 1%

Accel. 6.

Messages

Press Brake and Push Button to Start

Brake 22116 mi

P





1:24 0 MPH 1%
6.4
Messages
No
Stored
Messages
Brake 22116 mi
P







0 MPH 1%

1:24

Accel.

	3611.0 mi
	996.6 mi
Total	4607.6 mi
	26.2 MPG
	38:47:39

Brake 22116 mi

Trip A

P







1:24 0 MPH 1%

2. Vehicle Info

Accel.

L H

Oil Pressure

Brake 22116 mi

Range 73 mi

73 mi

P

1 CB26





Thank
you

IT'S BEEN A PLEASURE
SERVING

YOU!

MADE IN NORTH AMERICA











YOU
SERVING
SEEN A PLEASU

不眠孩子





























metromile







Manufactured by *metromile*

Telematics embedded system *MUNIC*

Model : C4D-4MUSAA_V8

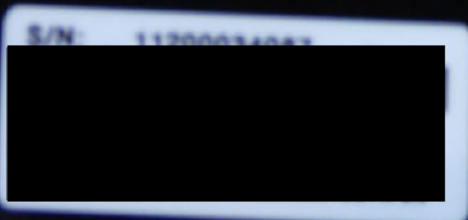
Input DC : 8 - 18V - 2A max

FCC ID : A6GC4D-4MUSV8



Made in

PRC

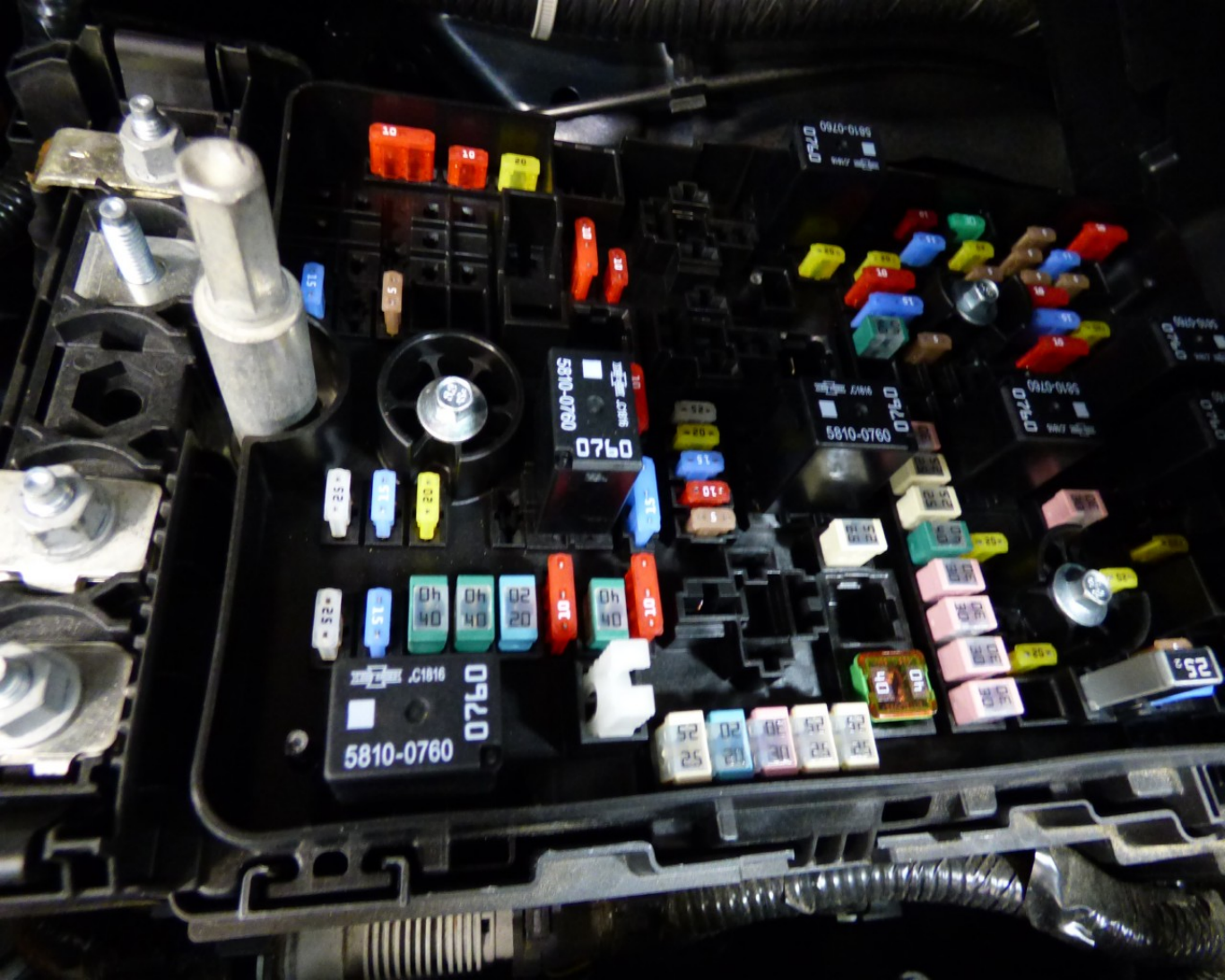






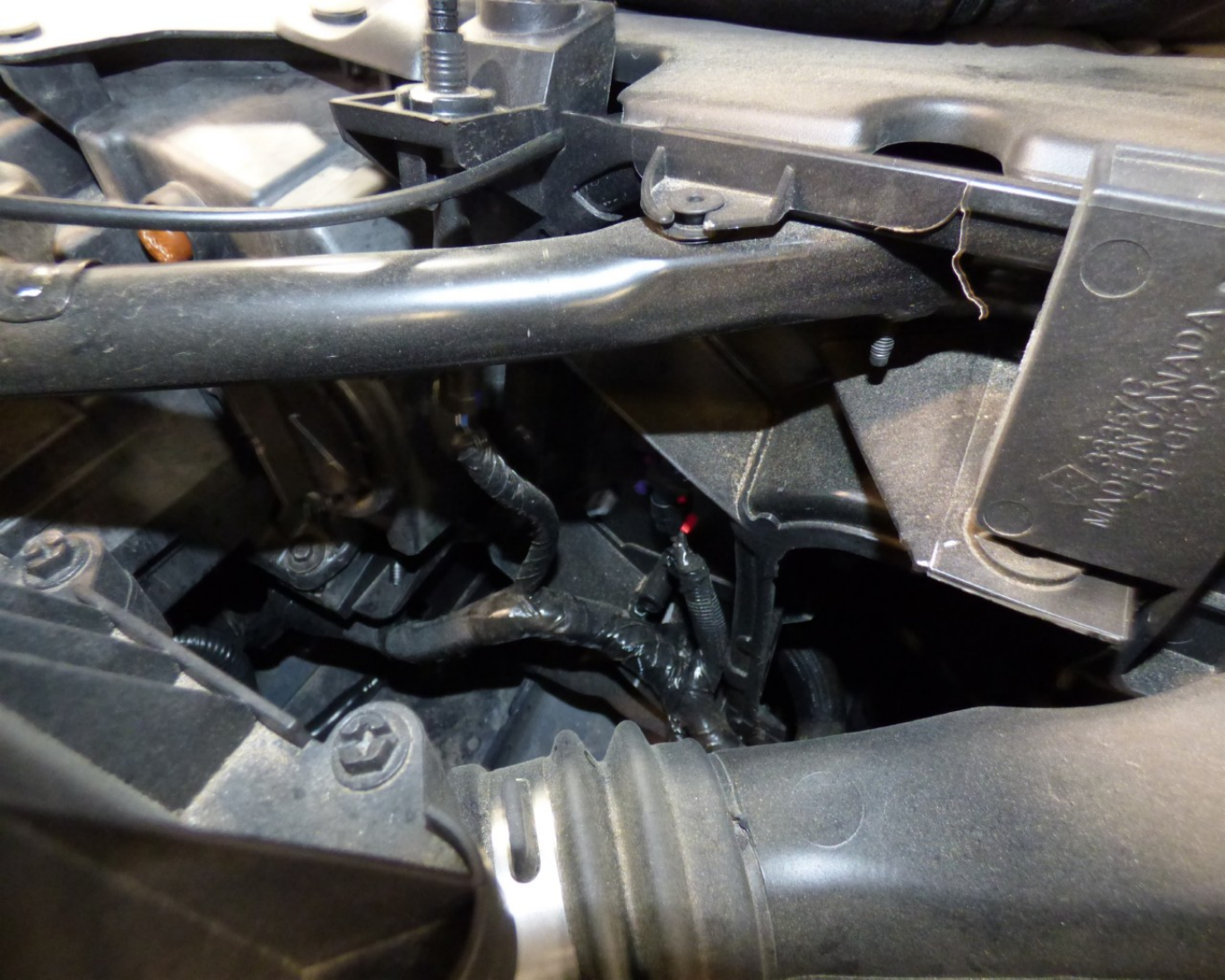














CAUTION
Do not touch the engine or its components when the engine is hot.
The engine and its components can be very hot.
If you touch them, you can be burned.
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e-4YBRID