

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)# 81413456

VIN		Model Year	2021	Brand	
Body		V		P	HYBRID TOURING L
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage	14,100 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City		Caller Country		Caller Postal Code	
Dealer	68472	NORTH POINT	DODGE JEEP	Dealer Phone	
Dealer Address					
District					
Service District					
O					
Subject					
concern.					
Synopsis					
Close.					
Customer Anomaly					
Engine					
OTHER					
Contact Reason		Dispute Resolution - Buyback/Lemon Law	Customer Anomaly	30	General engine issues
Reason Code					
- Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request					

Case Status History

Create Date	Status
	Open
	Suspended
	Open
	Suspended
	Open
	Suspended
01/08/2022 02:28 AM	Open
	Closed

Initial Description

Customer states he is traveling from to

Case Comments

Date	Comment
	Was just told van needs new transmission. At now. Kept flashing service charging system. Got it towed to trying to get a rental to the customer. Two weeks before they can get a new transmission. Advisor informed customer we can authorize a 3 day rental at \$35 a day and to keep the receipts. Customer states they need the rental for longer. Advisor informed customer the case will be reassigned and a will be in contact in 1 business
	***OBC TO ** reached out to the spoke with states that the is with the cst. states that the and they were unable to duplicate the concern. ***OBC TO CST** reached out to the cst. states that they bought a new and has less than 15,000 miles. Something showed up on the car and they lost power to the gas pedal. They were traveling to Disney and they lost power in the middle of the highway. Friday morning they started driving and they lost power on the highway again. kept shutting down 4 or 5 times that. They got towed to the nearest states that this has messed up his vacation. is now stranded at Walt Disney world. is stating that his is now at rented a for one night to get to states that he needs his shipped back home and that they need a rental to get back home. states that he needs to leave back to on the 23rd.
	***IBC FROM CST** called in to get an update. states that he is upset at the fact that his vacation was ruined. placed the cst on hold. ***OBC TO ** reached out to the spoke with and he states that it through a charging code and it stopped working. states that they have a star case open and they have placed an order for a new transmission. took the cst off hold. advised the cst that we have escalated the case over to our parts expediting team for assistance is getting the part. states if we can provide rental for him to get back home. wants to know if we can provide compensation all of this over.
	****PARTS POD**** Part Order #7834** OMC #86571965 Rental: No VOR: Yes
	DOUG Customer is wanting a call back from the case number.
	Customer looking to get in touch with the Writer informed as soon as is available they will reach out. Customer contact:
	Customer called in stating he is frustrated, customer stated the previous case manager he was working with has lied to him multiple times, he is very upset with how he has been assisted. attempted to transfer customer to on file, where was in ready but not at desk. assisted customer.
	called the @ - he requested to be called back in 20 mins. called back - no answer, left a VM for a call back now.
	***IB FROM ** called in stating that he is frustrated, he would like a to transfer for his he would like rental reimbursement
	called the - very anxious that the new broke down. will transport from to requesting transport which informed that we will need his dir's name address, phone and contact person. will send that information over to as soon as he can get it. requesting rental assistance but is having an issue with getting anything under \$150 a day and a one authorized up to \$55 a day for rental. may have to fly family home if they can not find a rental. advised to send in any invoices from rental of flights. will follow up with on transmission.
	per STAR ordered the transmission and the eta is the for
	@ or cell called back but has not answered the calls. called and they are closed now called again on his cell and that was busy
	called and spoke with - he was on lunch called the parts dept. part - part has been SHIPPED AND INVOICED FROM PDC - ETA is showing
	***Part ** Case escalated unnecessarily Per GPOP Part: As of order 7834** invoiced from PDC ETA to dealer: 1-3 business days follow up with dealer parts to ensure arrival and confirm repairs
	has called the multiple times trying to reach either parts or service. tried the parts dept again - this time they were closed.
	called the parts dept - they are showing an ETA of now. called the - no answer, left a VM- checking to make sure all got home safely and to have submit documents for review of possible reimbursement.
	called - he has submitted docs for a rental to get to this was a one day rental. also has airline tickets. says that the need him will give him a loaner once they have a loaner to give does not want to put more money out due to what he has had to put out already. is submitted all the docs and will review for possible reimbursement
	called - up will accepts the once it is ready for transport. needs rental and would like to speak with at about rental -
	spoke with at - He will be handling everything on that end for Mr. - has approved rental for the - at is putting the in a rental which has been approved for 10 days at this time.

Date	Comment
	email received from [REDACTED] - Here is the receipt from the 1-day car rental from [REDACTED] onville Florida airport to Orlando. No rentals were available anywhere in the proximity of the dealership in [REDACTED] despite their efforts to find and secure one for us. This was literally the only available rental that would accommodate my family and luggage (barely).
	The [REDACTED] was driving from [REDACTED] to Orlando, [REDACTED] to bring his family to Disney. On the way down their new [REDACTED] broke down in [REDACTED] Vehicle was towed to the nearest [REDACTED] which is [REDACTED] The vehicle needs a new transmission which has been ordered and has back ordered. The [REDACTED] could not find a one way rental to bring his family back home so the cx rented a vehicle for one day to get to airport and flew the family home. Hertz Rental - [REDACTED] one-way Airline Tickets - \$920.80 for 4 tickets one-way
	Check Request Information Total Amount: [REDACTED] Breakdown: [REDACTED] for 1 day rental, \$920.80 for 4 airline tickets one-way Documents: [REDACTED] is Hertz Invoice [REDACTED] is Airline Tickets Reason: Veh broke down while traveling, Needs a new transmission witch was on [REDACTED] Justification: [REDACTED] owner / 1st time buyer / Repairs are under warranty / To restore brand loyalty to [REDACTED]
	[REDACTED] @ [REDACTED] or [REDACTED] @ [REDACTED] called [REDACTED] - spoke with the [REDACTED] - ETA for the transmission is still showing for tomorrow [REDACTED] 22. [REDACTED] will follow up Wednesday with [REDACTED] called the [REDACTED] - authorized another 10 days rental - [REDACTED] started renting on [REDACTED] This rental good until [REDACTED]
	Dealer Code: [REDACTED] In-Service Date: [REDACTED] Mileage: 14,100 Original Owner?? YES Loyalty Score: [REDACTED] BUYER Is vehicle within Warranty? YES Is customer in rental? YES Parts on B/O?? YES - TRANSMISSION STAR Case?? NO Repeat issue? NO Previous Related Cases/Goodwill/DM Notes: Customer Concern/Issue/Request: [REDACTED] , PARTS EXPEDITING, TRANSPORT WHEN REPAIRS ARE COMPLETED.
	[REDACTED] review and [REDACTED] to obtain better documentation for the flight such as a screenshot or bank statement. Not a copied and pasted editable document.
	[REDACTED] called [REDACTED] and explained to the [REDACTED] that we can only do the one day rental, airline flights and transport. Can not do rental. [REDACTED] says that the [REDACTED] up [REDACTED] has [REDACTED] in a loaner at this time. [REDACTED] to call [REDACTED] @ [REDACTED] to see if he will keep [REDACTED] in the [REDACTED] called [REDACTED] dept. to see if the trans arrived yesterday - it has not arrived and ETA still showing [REDACTED] @ [REDACTED] will contact [REDACTED] to see where it is at
	[REDACTED] called [REDACTED] and spoke with [REDACTED] - [REDACTED] says that the cx is in a rental not a loaner - Rental cost as of today is \$734.50 or \$661.05 if returned by [REDACTED] today. [REDACTED] checking with [REDACTED] to see if they can take DM Notes for the rental or bill [REDACTED] and have submit DM Notes to [REDACTED]
	[REDACTED] @ [REDACTED] or cell [REDACTED] @ [REDACTED] called [REDACTED] - explained about the rental issue - he is checking with the AM to see how we can handle the rental for the [REDACTED] to call back in about 20 mins. [REDACTED] called [REDACTED] - he has not reached the AM yet but is working on it. Also [REDACTED] is waiting on the SD for direction with the rental
	Cm sent email to the [REDACTED] at [REDACTED] - to see if they can do goodwill for the rental or DM Notes for it. [REDACTED] called [REDACTED] - [REDACTED] has spoken with [REDACTED] over at [REDACTED] - [REDACTED] is saying that the trans maybe lost and will have to order another one. [REDACTED] has reached out to an attorney and is waiting to hear back from them for a free consultation. [REDACTED] feels that [REDACTED] should be helping with the rental - [REDACTED] feels [REDACTED] is not doing enough to help with this situation. [REDACTED] informed [REDACTED] that we are working with both [REDACTED] to get this taken care of for the [REDACTED]
	Per [REDACTED] @ [REDACTED] - "Unfortunately we cannot do Goodwill or DM notes in this case because we do not have a repair that we are currently working. We could, of course, accept a direct check for the balance that has accrued until today." [REDACTED] has reached out to their AM [REDACTED] in regards to the rental to see if there is anything that he can do to help. [REDACTED] called [REDACTED] - informed [REDACTED] that rental can not be covered and will be the cx's responsibility. [REDACTED] very angry now at [REDACTED] and [REDACTED] and [REDACTED] disconnected the call. [REDACTED] requesting a SUP call back
	This email was received Tonight for [REDACTED] sent to [REDACTED] and the AM [REDACTED] - "The customer arrived at our dealership at [REDACTED] tonight because he was told to return the vehicle. The repairs are not completed on his van. The customer says the transmission arrived in [REDACTED] on the 11th but nobody can verify any of that. We closed our current contract with the customer tonight and expect to be made whole for that amount of time that he was in the car no matter what. I have chosen to authorize keeping him in the vehicle under a new contract from tonight until Monday afternoon because it is unquestionably the right thing to do, the customers vehicle will certainly not be in his hands by that time, and it gives me the distance that I need to recover from [REDACTED] without being harassed by good people being guided by bad and embarrassing processes. Keep in mind that [REDACTED] has an upset customer and a dealership (with zero financial relationship with this customer) on the front lines that is doing our best despite being provided an untenable situation. This is a pattern"
	[REDACTED] called [REDACTED] dept - [REDACTED] is told that the transmission is sitting at the Orlando depot and they have no one to unload it. [REDACTED] is the manager of the Orlando depot @ [REDACTED] [REDACTED] called the Orlando depot - spoke with [REDACTED] - was advised that they spoke with the [REDACTED] yesterday - the trans will be unloaded today and to the [REDACTED] tomorrow morning. [REDACTED] called the [REDACTED] and spoke with [REDACTED] - [REDACTED] has been talking with the [REDACTED] and the [REDACTED] - they are reaching out to the AMs to see if they can do anything for the cx as far as rental goes. [REDACTED] will call [REDACTED] again on Monday to see what the decision is on the rental situation
	[REDACTED] received rental invoice form [REDACTED] - [REDACTED] - 10 days @ [REDACTED] a day Submitted goodwill/check request
	Sup call The customer is upset about not having a rental. He was unaware that we covered the rental at his home dealer. He was advised they will not be billing him. He was advised we cover [REDACTED] a day and will be reimbursed. He states he was pleased with the [REDACTED] and how she was able to help. He was advised to look into a weekly rate and see what options they have. He will report back to the [REDACTED] with the rates to see what we can do. He implied the AMs are trying to get him in a rental and whos paying for it. [REDACTED] to reach out to the AMs and see what they are doing and if they are doing rental and if not we will.
	[REDACTED] sent email to both AMs - [REDACTED] Killian and Thomas Valentine in regards to the rental. Are they taking care of the rental for the cx?
	Check Request Information Total Amount: [REDACTED] Breakdown: [REDACTED] for 10 days rental @ \$0.00 a day Documents: DOC- [REDACTED] Rental Invoice Reason: Veh broke down while away from home / VOR / [REDACTED] transmission Justification: [REDACTED] is [REDACTED] owner/ first time buyer/
	[REDACTED] called [REDACTED] - both [REDACTED] and service are closed now.
	[REDACTED] called [REDACTED] dept - the transmission has arrived. Cm called service - they should have the repairs completed by Friday. [REDACTED] sent email to the [REDACTED] to let them know and also that Cm will start setting up for the transport.
	Customer needs vehicle to be shipped from [REDACTED] [REDACTED] Vehicle broke down while customer was on vacation with his family. Dealer confirmed that the repair was covered under the powertrain warranty. Yes ***** IS THIS REQUEST URGENT? No HAS ANY COMMITMENT [REDACTED] MADE TO CUSTOMER WITH AN ETA? No IS THE VEHICLE READY TO BE SHIPPED? Yes IS CUSTOMER IN A [REDACTED] VEH? 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#: [REDACTED] VIN#: [REDACTED] Vehicle Description: P [REDACTED] HYBRID TOURING L Year: [REDACTED] Make: CHRYSLER Color: [REDACTED] Customer Name: [REDACTED] Customer Phone: [REDACTED] CURRENT VEHICLE LOCATION: [REDACTED] Chry- Plym-Dodge-Jeep, [REDACTED] ZIP CODE: [REDACTED] T PERSON: [REDACTED] T # [REDACTED] VEHICLE NEEDS TO BE SHIPPED TO [REDACTED] LOCATION: [REDACTED] ADDRESS: [REDACTED] ZIP CODE: [REDACTED] T PERSON: [REDACTED] @ [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 Approval Quote: THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED] OUR OFFER TO COVER REPAIR AS [REDACTED] IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING, PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]
	[REDACTED] called [REDACTED] - advised [REDACTED] of the repairs - should be done by this Friday. Cm will follow up with [REDACTED] and submit for transport
	[REDACTED] calling in about rental again - [REDACTED] says that he does not feel that the [REDACTED] will help him with rental now. So he would like to know how we can help him. [REDACTED] did send a screen shot for rental. [REDACTED] checked with [REDACTED] - we can authorize rental for [REDACTED] - informed the [REDACTED] that we can do rental up to \$40 a day. This is approved for 10 days.? If you require rental for longer than 10 days you will need to call me so that we can get additional time authorized. [REDACTED] will check with [REDACTED] to rent thru them since they charge \$40 a day
	[REDACTED] called [REDACTED] - the vehicle has been repaired but [REDACTED] wants to test drive before releasing the vehicle to make sure all is good with the new transmission. [REDACTED] to call [REDACTED] tomorrow to follow up on the repair.
	[REDACTED] M called [REDACTED] - vehicle is ready for pick up - all repairs have been completed Sending [REDACTED] transport request
	*****START OF EMAIL TO SHIPPER***** IS THIS REQUEST URGENT? No HAS ANY COMMITMENT [REDACTED] MADE TO CUSTOMER WITH AN ETA? No IS THE VEHICLE READY TO BE SHIPPED? Yes IS CUSTOMER IN A [REDACTED] VEH? 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#: [REDACTED] VIN#: [REDACTED] Vehicle Description: P [REDACTED] HYBRID TOURING L Year: [REDACTED] Make: CHRYSLER Color: [REDACTED] Customer Name: [REDACTED] Customer Phone: (910) 526-5576 ***** CURRENT VEHICLE LOCATION: [REDACTED] ZIP CODE: [REDACTED] T PERSON: [REDACTED] T # [REDACTED] VEHICLE NEEDS TO BE SHIPPED TO [REDACTED] LOCATION: [REDACTED] ADDRESS: [REDACTED] ZIP CODE: [REDACTED] T PERSON: [REDACTED] @ [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*****
	[REDACTED] called both [REDACTED] and [REDACTED] and the [REDACTED] to inform them all that transport has been approved
	Per email from [REDACTED] - vehicle has been shipped and cx has picked up vehicle. [REDACTED] has submitted rental invoice for a total of [REDACTED]
	Check Request Information Total Amount: [REDACTED] Breakdown: [REDACTED] rental for 6 days rental Documents: [REDACTED] rental invoice, [REDACTED] Warranty RO Reason: [REDACTED] paid for rental OOP while waiting on his vehicle being shipped back to [REDACTED] home. Justification: [REDACTED] owner/ first time buyer / repairs under warranty/ To restore brand loyalty to [REDACTED]
	[REDACTED] called [REDACTED] - no answer, left a VM - the reimbursement for rental has been approved and should receive check in 7 to 14 days. If all is good with the repairs, no need to call back, will close case in 2 days.
	[REDACTED] returned [REDACTED] call - [REDACTED] states that the vehicle is now making a very high pitched sound, this happens when accelerating and braking. The cx is bringing the vehicle into the [REDACTED] today. [REDACTED] will follow up with [REDACTED] and cx tomorrow. SA is [REDACTED]
	*****START OF EMAIL FROM SHIPPER***** Picked up: 1/26 Delivered: 1/27 *****END OF EMAIL FROM SHIPPER*****
	[REDACTED] called [REDACTED] to speak with [REDACTED] - They have put the cx in a loaner, at this time they are waiting for the tech to get back with him on the diagnosis. [REDACTED] did say that the wife did catch the noise on video of the transmission making a loud clucking noise.
	[REDACTED] called [REDACTED] - [REDACTED] is not in today
	[REDACTED] called [REDACTED] - [REDACTED] not available - left a VM for a call back with the status of the vehicle. [REDACTED] sent email to the [REDACTED] for an update.
	email response from [REDACTED] - Yes. There is a flex plate on order that has an ETA of [REDACTED] Should we request for the rental extension through you or our aftersales manager? response - [REDACTED] will need to go thru his aftersales manager.

Date	Comment
	sent email to the [REDACTED] to see if the [REDACTED] plate has arrived.
	called the [REDACTED] - the tech has all the parts and is working on the vehicle. [REDACTED] will follow up tomorrow on repairs completed.
	called [REDACTED] - no one answering the phones. [REDACTED] sent email to [REDACTED] for update on the repairs. Crm called [REDACTED] again - left a VM with [REDACTED] - requesting an update on the repairs.
	called [REDACTED] - no one is available - left a message for [REDACTED] to call back with update on repairs. [REDACTED] called the CX - the CX received a call this morning from the [REDACTED] that the repairs were completed. [REDACTED] will go by later today to pick it up and test drive to make sure all is good.
	Per email from [REDACTED] - Update, although the shifting now smooth, there is a noise on acceleration and deceleration that we have agreed to look at for the customer. We are starting a new repair order for this concern starting today.
	CX called in - he spoke with the [REDACTED] - they may need to replace the transmission again. [REDACTED] wants to know what can be done. [REDACTED] would like to have the vehicle replaced. Vehicle has been down since December. First transmission was installed, [REDACTED] picked up the vehicle and drove back to [REDACTED] because it is not working right. [REDACTED] wants to know if we can reimburse for car payments as the vehicle is still down.
	Per [REDACTED] - can not do car payments
	Contacted the [REDACTED] on file for additional details on vehicle, no answer in service. Will make a return call, need more info.
	Contacted the [REDACTED] on file for additional details on vehicle, was placed on hold for service no answer, ended call.
	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
	****Outbound [REDACTED] Contact**** [REDACTED] called [REDACTED] at [REDACTED] and spoke to the service receptionist who stated that [REDACTED] is out of the [REDACTED] today and transferred the call to the customer's [REDACTED]. [REDACTED] stated that the transmission was previously replaced at a [REDACTED] and then the vehicle was shipped back to the customer and he still had issues with the vehicle. [REDACTED] explained that the vehicle had a horrible jerk so they determined that the vehicle needed a flywheel and the damper and these parts were replaced. [REDACTED] stated that the customer came back shortly after and they found that the vehicle has a jet engine like noise and their shop foreman thinks that this vehicle needs another transmission to resolve the issue. [REDACTED] stated that the [REDACTED] cannot get another transmission without [REDACTED]'s authorization so he has opened a [REDACTED] and they have requested a video of the noise and fluid samples to be sent so he is working on sending them this today. [REDACTED] also mentioned that the customer has concerns with having had to pay for 3 vehicle payments while the truck was down for the past 3 months. [REDACTED] thanked [REDACTED]
	****Outbound Customer Contact**** [REDACTED] called the customer at [REDACTED] and went over the case with the customer. Customer stated that this vehicle broke down on him on [REDACTED] while he was transient in [REDACTED] and he has only seen his vehicle back for 2 days since the vehicle broke down and this was only because the [REDACTED] was not able to get the vehicle back into service right away. Customer was frustrated with the situation and stated that he is losing his faith with this van which is why he is seeking for us to review the buyback option. [REDACTED] empathized with the customer and advised him we are here to review all options to assist him with the situation and asked if there is anything that we can do to instill his confidence with this vehicle. Customer stated that he will never be confident in this product as this would be the 3rd transmission that will go in this vehicle and he will always be leery with this particular product and he is seeking to get into another new Chrysler product that was not defective as he feels that this is [REDACTED] that will continue to have issues. [REDACTED] stated that we will conduct further research on this request and follow up with him in 2-3 business days. Customer agreed and stated that calling after [REDACTED] will work better for communication going forward and thanked the [REDACTED]
	*****Inbound Customer Contact**** Customer called to see if the [REDACTED] had any updates on his case or request. [REDACTED] stated that the [REDACTED] is working with engineering and his request is still under review. Customer understood and was frustrated as the [REDACTED] did not call back as promised and he wants for the [REDACTED] to follow up as promised going forward. [REDACTED] stated he will do so and will follow up with him on Wednesday of next week. Customer understood and thanked the [REDACTED]
	****Outbound [REDACTED] Contact**** [REDACTED] called [REDACTED] at [REDACTED] and spoke to [REDACTED] who verified that this vehicle came right back to the [REDACTED] after the last repair so this new RO# [REDACTED] was opened on [REDACTED] stated that the [REDACTED] case has been escalated and they are waiting for a response with next steps from the [REDACTED] consultant at [REDACTED] stated that he will get working on emailing the [REDACTED] the current and previous RO for the request and the [REDACTED] should have this by Monday. [REDACTED] thanked [REDACTED]
	[REDACTED] emailed his [REDACTED] in regards to this customer's vehicle replacement request.
	[REDACTED] emailed AM/CRM in regards to the customer's vehicle replacement request.
	AM and [REDACTED] have agreed with the replacement vehicle request so the [REDACTED] sent a template to VBBS for a replacement vehicle.
	****Outbound Customer Contact**** [REDACTED] called the customer at [REDACTED] and advised the customer that his replacement vehicle has been approved and explained that we are working on creating a separate case with our reacquired vehicle team and we will send him an email outlining the documentation that they need in 2-3 days once we see that a separate case has been opened with this team. [REDACTED] stated that he can call the [REDACTED] back if he has any questions or concerns. Customer understood and thanked the [REDACTED]
	—CLOSED CASE NOTES— Reason for customer contact: Recurring transmission issues and customer was seeking for us to replace this vehicle. Days down: [REDACTED] business days Is the vehicle repaired: N Repairs performed: [REDACTED] was working with [REDACTED] for next steps. Case manager assisted with: (outline if we offered and how much: Replacement vehicle template submitted to VBBS.

Email(s)

Date	Subject	Level 2 Initial Contact
From [REDACTED]	To [REDACTED]	Sent Date/Time [REDACTED]
Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have: Your case number is 81413456. The Chrysler (BC Specific) Case Management telephone number: [REDACTED] My direct extension: [REDACTED] My work hours are: [REDACTED] Eastern Standard Time Monday-Friday. I will contact you within one business day of your appointment by telephone to discuss your case. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! [REDACTED] Chrysler Customer Care [REDACTED]		

Date	Subject	Level 2 Initial Contact
From [REDACTED]	To [REDACTED]	Sent Date/Time [REDACTED]

Dear [REDACTED]

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

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

Your case number is [REDACTED]
The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

[REDACTED]

[REDACTED] Customer Care

Date	[REDACTED]	Subject	RE: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED]
Sent Date/Time		[REDACTED]	

Dear [REDACTED]

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

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

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

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

[REDACTED] Customer Care

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Level 2 Initial [REDACTED]

[REDACTED]

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

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My direct extension: [REDACTED]
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I will contact you within one business day of your appointment by telephone to discuss your case.

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

[REDACTED]

[REDACTED] Customer Care

Date	[REDACTED]	Subject	RE: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED]
Sent Date/Time		[REDACTED]	

Dear [REDACTED]

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

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

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

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

[REDACTED] Customer Care

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

[REDACTED]

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

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

Your case number is [REDACTED]
The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

[REDACTED]

[REDACTED] Customer Care

Date	Subject	RE: Level 2 Initial Contact
From	To	Sent Date/Time

Dear [REDACTED]

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

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

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

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

[REDACTED] Customer Care

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Level 2 Initial Contact

Dear J [REDACTED]

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

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

Your case number is [REDACTED]
The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

[REDACTED]

[REDACTED] Customer Care

Date	Subject	RE: Level 2 Initial Contact
From	To	Sent Date/Time

[REDACTED]

----- Original Message -----
From: [REDACTED] Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Level 2 Initial Contact

Dear [REDACTED]

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

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

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

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

[REDACTED] Customer Care

----- Original Message -----
From: [REDACTED] Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Level 2 Initial C [REDACTED]

[REDACTED]

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

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

Your case number is [REDACTED]
The [REDACTED] (BC Sp [REDACTED] Management telephone number: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

[REDACTED]

[REDACTED] Customer Care

Date	[REDACTED]	Subject	RE: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Original Message

From: Customer Care

Sent:

To:

Subject: RE: Level 2 Initial Contact

Dear

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

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

Your case number is

The Case Management telephone number:

My direct extension:

My work hours are: to Eastern Standard Time Monday-Friday.

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

Customer Care

Original Message

From: Customer Care

Sent:

To:

Su t

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

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

Your case number is

The (BC Specific) Case Management telephone number:

My nsion:

My work hours are: Eastern Standard Time Monday-Friday.

I will contact you wi day of your appointment by telephone to discuss your case.

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

Customer Care

Date		Subject	RE: Level 2 Initial Contact			
From		To		Sent Date/Time		

Original Message

From: Customer Care
Sent:
To:
Subject: RE: Level 2 Initial Contact

Dear

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

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

Your case number is

The anagement telephone number:

My direct extension:

My work hours are: to Eastern Standard Time Monday-Friday.

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

Customer Care

Original Message

From: Customer Care
Sent:
To:
Subject: Level 2 Initial Contact

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

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

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My work hours are: Eastern Standard Time Monday-Friday.

I will contact you within one business day of your appointment by telephone to discuss your case.

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

Customer Care

Date		Subject	RE: Level 2 Initial Contact		
From		To		Sent Date/Time	

Hi Mr: [REDACTED]

I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

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

From: US Customer Care [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

ntact

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

From: US Customer Care [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

ntact

Dear [REDACTED]

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

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

Your case number is [REDACTED]

The [REDACTED] Case Management telephone number: [REDACTED]

My [REDACTED]

My work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.

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

[REDACTED] Customer Care

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

From: US Customer Care [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Level 2 Initial Contact

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

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

Your case number is [REDACTED]

The [REDACTED] (BC Sp [REDACTED]) Management telephone number: [REDACTED]

My direct extension: [REDACTED]

My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.

I will contact you within one business day of your appointment by telephone to discuss your case.

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

[REDACTED] Customer Care

Date	[REDACTED]	Subject	RE: Level 2 Initial Contact		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	[REDACTED]

Hi Mr: [REDACTED]

I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Level 2 Initial Contact

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Level 2 Initial Contact

Dear [REDACTED]

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

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

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

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

[REDACTED] Customer Care

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Su

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

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

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The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
My extension: [REDACTED]
My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
I will contact you wi [REDACTED] day of your appointment by telephone to discuss your case.

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

[REDACTED] Customer Care

Date	[REDACTED]	Subject	RE: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hi Mr: [REDACTED]

I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Level 2 Initial Contact

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Level 2 Initial Contact

Dear [REDACTED]

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

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

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

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

[REDACTED] Customer Care

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
[REDACTED]

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

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

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

[REDACTED] Customer Care

Date	[REDACTED]	Subject	RE: Level 2 Initial Contact		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	[REDACTED]

Original Message

From: US Customer Care
Sent:
To:
ntact

Hi Mr.

I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

Original Message

From: US Customer Care
Sent:
To:
ntact

Original Message

From: US Customer Care
Sent:
To:
ntact

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

Your case number is
The Case Management telephone number:
My
My work hours are: to Eastern Standard Time Monday-Friday.

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

Customer Care

Original Message

From: US Customer Care
Sent:
To:
Subject: Level 2 Initial Contact

Dear J

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

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

Your case number is
The (BC Sp Management telephone number:
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Customer Care

Date		Subject	RE: Level 2 Initial Contact		
From		To		Sent Date/Time	

Original Message

From: US Customer Care
Sent:
To:
Subject: RE: Level 2 Initial Contact

Hi Mr.

I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

Original Message

From: US Customer Care
Sent:
To:
Subject: RE: Level 2 Initial Contact

Original Message

From: US Customer Care
Sent:
To:
Subject: RE: Level 2 Initial Contact

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

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Your case number is
The Case Management telephone number:
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My work hours are: to Eastern Standard Time Monday-Friday.

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

Customer Care

Original Message

From: US Customer Care
Sent:
To:
Subject: Level

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

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

Your case number is
The (BC Specific) Case Management telephone number:
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My work hours are: Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Customer Care

Date		Subject	RE: Level 2 Initial Contact		
From		To		Sent Date/Time	

Original Message

From: US Customer Care
Sent:
To:
Subject: RE: Level 2 Initial Contact

Hi Mr.

I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

Original Message

From: US Customer Care
Sent:
To:
Subject: RE: Level 2 Initial Contact

Original Message

From: US Customer Care
Sent:
To:
Subject: RE: Level 2 Initial Contact

Dear

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

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

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The Case Management telephone number:
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My work hours are: to Eastern Standard Time Monday-Friday.

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Customer Care

Original Message

From: US Customer Care
Sent:
To:
Subject: Level 2 Initial Contact

Dear J

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

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

Your case number is
The (BC Specific) Case Management telephone number:
My direct extension:
My work hours are: Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Customer Care

Date		Subject	Re: Level 2 Initial Contact	
From		To		Sent Date/Time

I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.

Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.

Chrysler Jeep

Service Rep receiving the van upon arrival is

Sent from myiPhone

> On at 11:25 AM, US Customer Care wrote:

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

> From: US Customer Care
> Sent:
> To:
> Cc:
> Subject: ntact

> Hi Mr.:

> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

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

> From: US Customer Care
> Sent:
> To:
> Cc:
> Subject: ntact

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

> From: US Customer Care
> Sent:
> To:
> Cc:
> Subject: ntact

> Dear

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

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

> Your case number is
> The Chrysler Case Management telephone number:
> direct exte
> My work hours are: to Eastern Standard Time Monday-Friday.

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

> Chrysler Customer Care

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

> From: US Customer Care
> Sent:
> To:
> Subject: Level 2 Initial Contact

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

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

> Your case number is
> The Chrysler (BC Sp Management telephone number:
> direct extension:
> My work hours are: Eastern Standard Time Monday-Friday.
> I will contact you within one business day of your appointment by telephone to discuss your case.

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

> Chrysler Customer Care

Date		Subject	Re: Level 2 Initial Contact
From		To	Sent Date/Time 03:46 AM

Hi [REDACTED]

Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.

Thank you
[REDACTED]

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Level 2 Initial Contact

[REDACTED]
I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.

Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.

[REDACTED]
Service Rep receiving the van upon arrival is [REDACTED].

Sent from myiPhone

> On [REDACTED] at 11:25 AM, US Customer Care [REDACTED] wrote:

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

> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Cc: [REDACTED]
> Subject: RE: Level 2 Initial Contact

> Hi Mr. [REDACTED]

> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

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

> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Cc: [REDACTED]
> Subject: RE: Level 2 Initial Contact

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

> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Cc: [REDACTED]
> Subject: RE: Level 2 Initial Contact

> Dear [REDACTED]

> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

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

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

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

> [REDACTED] Customer Care

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

> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: Level 2 Initial Contact

> Dear [REDACTED]

> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

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

> Your case number is [REDACTED]
> The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
> My direct extension: [REDACTED]
> My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
> I will contact you within one business day of your appointment by telephone to discuss your case.

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

Factor	Percentage of Respondents
Customer Care	~75%
Price	~15%

Date		Subject	Re: Level 2 Initial Contact		
From		To		Sent Date/Time	03:46 AM

1

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522	523	52
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11/11/2016

Original Message

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Su

I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.

Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.

Jeep

Service Rep receiving the van upon arrival is [REDACTED]

Sent from my iPhone

> On [REDACTED] at 11:25 AM, US Customer Care [REDACTED] wrote:

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

> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: RE: Level 2 Initial Contact

> Hi Mr. [REDACTED]

> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

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

> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: RE: Level 2 Initial Contact

> _____ Original Message _____

> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: RE: Level 2 Initial Contact

> Dear [REDACTED]

> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

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

> Your case number is [REDACTED]

> The [REDACTED] Southeast Case Management telephone number: [REDACTED]

> My direct extension:

> My work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.

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

> [REDACTED] Customer Care

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

> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: Level 2 Initial Contact

> Dear J [REDACTED] TH,

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

>> My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>
>> Your case number is [REDACTED]
>> The [REDACTED] Southeast Case Management telephone number: [REDACTED]
[REDACTED] direct extension: [REDACTED]
[REDACTED] work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.

>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>
>> [REDACTED] Customer Care
>>
>>
>>
>> ----- Original Message -----
>> From: US Customer Care [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Subject: Level 2 Initial Contact
>>
>> Dear [REDACTED]
>>
>>
>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>
>>
>> My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>
>>
>> Your case number is [REDACTED]
>> The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
[REDACTED] direct extension: [REDACTED]
[REDACTED] work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
>> I will contact you within one business day of your appointment by telephone to discuss your case.
>>
>>
>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>
>>
>>
>> [REDACTED]
>>
>>
>>
>> [REDACTED] Customer Care
>> [REDACTED]
>>
>>
>

Date	[REDACTED]	Subject	Re: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Here is the address you can write to - we call this a Letter of Discontent:

[REDACTED] Customer Care
PO Box [REDACTED]
[REDACTED], M [REDACTED]

----- Original Message -----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Su

[REDACTED]
[REDACTED]

Sent from myiPhone

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

> Hi [REDACTED]

> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.

> Thank you
> [REDACTED]
>>

----- Original Message -----
> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: Re: Level 2 Initial Contact
>>

> [REDACTED]

> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.

> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.
>>

> North Point [REDACTED]
> [REDACTED]
>>

> Service Rep receiving the van upon arrival is [REDACTED].
>>

> Sent from myiPhone

>> On [REDACTED] at 11:25 AM, US Customer Care [REDACTED] wrote:

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

>>
>>-----Original Message-----
>>From: US Customer Care [REDACTED]
>>Sent: [REDACTED]
>>To: [REDACTED]
>>Cc: [REDACTED]
>>Su [REDACTED] ntact
>>
>>Hi Mr. [REDACTED]
>>
>>I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>>
>>[REDACTED]
>>
>>-----Original Message-----
>>From: US Customer Care [REDACTED]
>>Sent: [REDACTED]
>>To: [REDACTED]
>>Cc: [REDACTED]
>>Su [REDACTED] ntact
>>
>>[REDACTED]
>>
>>-----Original Message-----
>>From: US Customer Care [REDACTED]
>>Sent: [REDACTED]
>>To: [REDACTED]
>>Cc: [REDACTED]
>>Su [REDACTED] ntact
>>
>>Dear [REDACTED]
>>
>>Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>
>>My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>
>>Your case number is [REDACTED]
>>The [REDACTED] Southeast Case Management telephone number: [REDACTED]
[REDACTED] nsion: [REDACTED]
[REDACTED] work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.
>>
>>Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>
>>[REDACTED] Customer Care
>>
>>-----Original Message-----
>>From: US Customer Care [REDACTED]
>>Sent: [REDACTED]
>>To: [REDACTED]
>>Subject: Level 2 Initial Contact
>>
>>Dear [REDACTED]
>>
>>Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>
>>My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>
>>Your case number is [REDACTED]
>>The [REDACTED] (BC Sp [REDACTED] Management telephone number: [REDACTED]
[REDACTED] direct extension: [REDACTED]
>>My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
>>I will contact you within one business day of your appointment by telephone to discuss your case.
>>
>>Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>
>>[REDACTED]
>>
>>[REDACTED] Customer Care
>>
>>[REDACTED]
>>
>>

Date	Subject	Re: Level 2 Initial Contact
From	To	Sent Date/Time

Here is the address you can write to - we call this a Letter of Discontent:

[REDACTED] Customer Care
PO Box [REDACTED]
[REDACTED]

-----Original Message-----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Level 2 Initial Contact

[REDACTED]
[REDACTED]

Sent from my iPhone

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

>
> Hi [REDACTED]
> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.
> Thank you
> [REDACTED]
>
> ----- Original Message -----
> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: Re: Level 2 Initial Contact
>
> [REDACTED]
> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.
>
> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.
>
> North Point [REDACTED]
> [REDACTED]
>
> Service Rep receiving the van upon arrival is Chris.
>
> Sent from my iPhone
>
> On Jan 7, 2022, at 11:25 AM, US Customer Care [REDACTED] wrote:
>
> [REDACTED]
>
>
>
>
> ----- Original Message -----
> From: US Customer Care [REDACTED]
> Sent: 12/28/2021 4:06 PM
> To: [REDACTED]
> Cc: [REDACTED]
> Subject: RE: Level 2 Initial Contact
>
> Hi Mr. [REDACTED]
>
> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>
> [REDACTED]
>
>
> ----- Original Message -----
> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Cc: [REDACTED]
> Subject: RE: Level 2 Initial Contact
>
> [REDACTED]
>
>
> ----- Original Message -----
> From: US Customer Care [REDACTED]
> Sent: [REDACTED] 9:58 PM
> To: [REDACTED]
> Cc: [REDACTED]
> Subject: RE: Level 2 Initial Contact
>
> Dear [REDACTED]
>
> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
> My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>
> Your case number is [REDACTED]
> The [REDACTED] Southern [REDACTED] management telephone number: [REDACTED]
> direct extension: [REDACTED]
> work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
> [REDACTED] Customer Care
>
>
> ----- Original Message -----
> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: Level 2 Initial Contact
>
> Dear J [REDACTED] TH,
>
>
> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
> My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>
> Your case number is [REDACTED]
> The [REDACTED] (BC Sp [REDACTED]) Management telephone number: [REDACTED]
> direct extension: [REDACTED]
> work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
> I'll contact you w/ [REDACTED] day of your appointment by telephone to discuss your case.
>
>
>

>>
>> [REDACTED]
>>
>>
>> ----- Original Message -----
>> From: US Customer Care [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Cc: [REDACTED]
>> Subject: RE: Level 2 Initial Contact
>>
>> Dear [REDACTED]
>>
>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>
>> My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>
>> Your case number is [REDACTED]
>> The [REDACTED] Southern Management telephone number: [REDACTED]
>> direct extension: [REDACTED]
>> work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.
>>
>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>
>> [REDACTED] Customer Care
>>
>>
>> ----- Original Message -----
>> From: US Customer Care [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Subject: [REDACTED]
>>
>> Dear J [REDACTED]
>>
>>
>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>
>>
>> My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>
>>
>> Your case number is [REDACTED]
>> The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
>> extension: [REDACTED]
>> work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
>> I will contact you within [REDACTED] day of your appointment by telephone to discuss your case.
>>
>>
>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>
>>
>> [REDACTED]
>>
>>
>>
>> [REDACTED] Customer Care
>> ref_00Dj01qsDF_[REDACTED]:ref
>>
>>

Date	01/14/2022	Subject	Re: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED]
Sent Date/Time	01/14/2022 16:32 PM		

Good morning Mr. [REDACTED]

I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.

[REDACTED]

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Level 2 Initial Contact

Here is the address you can write to - we call this a Letter of Discontent:

[REDACTED] Customer Care
PO Box 21/8004
Auburn Hills, MI 48321-8004

----- Original Message -----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Level 2 Initial Contact

[REDACTED]
[REDACTED]
[REDACTED]

Sent from my iPhone

> On Jan 7, 2022, at 10:46 PM, US Customer Care [REDACTED] wrote:
>
> Hi [REDACTED]
>
> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.
>
> Thank you
> [REDACTED]
>

> ----- Original Message -----
> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Su
>
> [REDACTED]
>
> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.
>
> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.
>
> North Point [REDACTED]
> [REDACTED]
>
> Service Rep receiving the van upon arrival is [REDACTED].
>
> Sent from myiPhone
>
> On [REDACTED] at 11:25 AM, US Customer Care [REDACTED] wrote:
>
> [REDACTED]
>
> [REDACTED]
>
> ----- Original Message -----
> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Cc: [REDACTED]
> Su [REDACTED] ntact
>
> Hi Mr. [REDACTED]
>
> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>
> [REDACTED]
>
> ----- Original Message -----
> From: US Customer Care [REDACTED]
> Sent: 12/21/2021 10:20 P
> To: [REDACTED]
> Cc: [REDACTED]
> Su [REDACTED] ntact
>
> [REDACTED]
>
> ----- Original Message -----
> From: US Customer Care [REDACTED]
> Sent: 12/21/2021 9:58 PM
> To: [REDACTED]
> Cc: [REDACTED]
> Su [REDACTED] ntact
>
> Dear [REDACTED]
>
> Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
> My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>
> Your case number is [REDACTED]
> The Chrysler [REDACTED] anagement telephone number: [REDACTED]
> My direct exte [REDACTED] 1475
> My work hours are: 10:00 am to 6:30 pm Eastern Standard Time Monday-Friday.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
> [REDACTED] Chrysler Customer Care
>
> ----- Original Message -----
> From: US Customer Care [REDACTED]
> Sent: 12/20/2021 [REDACTED]
> To: [REDACTED]
> Subject: Level 2 Initial Contact
>
> [REDACTED]
>
> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
> My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>
> Your case number is [REDACTED]
> The Chrysler (BC Sp [REDACTED] Management telephone number: [REDACTED]
> My direct extension: 4061957
> My work hours are: 9:30am - 6:00pm Eastern Standard Time Monday-Friday.
> I will contact you within one business day of your appointment by telephone to discuss your case.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
> [REDACTED]
>
> Chrysler Customer Care

> > ref:_00Dj01qsDF_5003Z1Lta75:ref

>>

>

Date	01/14/2022	Subject	Re: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	01/14/2022 16:32 PM

Good morning Mr. [REDACTED]

I called our product distribution center and am told that they have the transmission , it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.

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

From: US Customer Care [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Su [REDACTED] ntact

Here is the address you can write to - we call this a Letter of Discontent:

[REDACTED] Customer Care

[REDACTED], M [REDACTED]

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

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Su [REDACTED]

Sent from myiPhone

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

> Hi [REDACTED]

> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.

> Thank you

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

> From: [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Su [REDACTED]

> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.

> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.

> North Point [REDACTED]

> Service Rep receiving the van upon arrival is [REDACTED].

> Sent from myiPhone

>> On [REDACTED] at 11:25 AM, US Customer Care [REDACTED] wrote:

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

>> From: US Customer Care [REDACTED]

>> Sent: [REDACTED]

>> To: [REDACTED]

>> [REDACTED] ntact

>> Hi Mr. [REDACTED]

>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

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

>> From: US Customer Care [REDACTED]

>> Sent: [REDACTED]

>> To: [REDACTED]

>> [REDACTED] ntact

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

>> From: US Customer Care [REDACTED]

>> Sent: [REDACTED]

>> To: [REDACTED]

>> Subject: RE: Level 2 Initial Contact
>>
>> Dear [REDACTED]
>>
>> Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>
>> My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>
>> Your case number is [REDACTED]
>> The Chrysler [REDACTED] anagement telephone number: [REDACTED]
>> My direct extension: [REDACTED]
>> My work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.
>>
>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>
>> [REDACTED] Customer Care
>>
>>
>>
>> ----- Original Message -----
>> From: US Customer Care [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Su [REDACTED] t
>>
>> Dear [REDACTED]
>>
>>
>> Thank you for allowing CHRYSLER Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>
>>
>> My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>
>>
>> Your case number is [REDACTED]
>> The Chrysler (BC Specific) Case Management telephone number: [REDACTED]
>> My direct extension: [REDACTED]
>> My work hours are: 9:30am - 6:00pm Eastern Standard Time Monday-Friday.
>> I will contact you within one business day of your appointment by telephone to discuss your case.
>>
>>
>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>
>>
>> [REDACTED]
>>
>>
>>
>> Chrysler Customer Care
>> ref: _00Dj01qsDF_5003Z1Lta75:ref
>>
>>

Date	Subject	Re: Level 2 Initial Contact
From	To	Sent Date/Time

I have included and screen shot of the enterprise page for a 2-week rental of a midsize SUV. Obviously prices drastically increased when looking to rent a van. I have also contacted the dealership about a loaner, but waiting to hear back from them. Just seeing if you or [REDACTED] have heard anything else concerning getting a rental or loaner knowing that the transport could take anywhere from 1-3 weeks.

Sent from my iPhone

> On [REDACTED] at 11:32 AM, US Customer Care [REDACTED] wrote:
>
> Good morning Mr. [REDACTED]
>
> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.
>
> [REDACTED]
>
> ----- Original Message -----
> From: US Customer Care [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Su [REDACTED] n tact
>
> Here is the address you can write to - we call this a Letter of Discontent:
>
> [REDACTED] Customer Care
> [REDACTED]
> [REDACTED]
>
> ----- Original Message -----
> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Su [REDACTED]
>
> [REDACTED]
>
> Sent from my iPhone
>
> On [REDACTED] at [REDACTED] US Customer Care [REDACTED] wrote:
>
> Hi [REDACTED]
>
> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.
>
> Thank you

>> [REDACTED]
>>
>>
>> ----- Original Message -----
>> From: [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Su
>>
>> [REDACTED].
>>
>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.
>>
>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.
>>
>> North Point [REDACTED] Jeep Ram
>> [REDACTED]
>>
>> Service Rep receiving the van upon arrival is Chris.
>>
>> Sent from my iPhone
>>
>>> On Jan 7, 2022, at 11:25 AM, US [REDACTED] Care [REDACTED] wrote:
>>>
>>> [REDACTED]
>>>
>>>
>>>
>>> ----- Original Message -----
>>> From: US [REDACTED] Care [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Cc: [REDACTED]
>>> Su [REDACTED] ntact
>>>
>>> Hi Mr. [REDACTED]
>>>
>>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>>>
>>> [REDACTED]
>>>
>>>
>>> ----- Original Message -----
>>> From: US [REDACTED] Care [REDACTED]
>>> Sent: 12/ [REDACTED] 20 P
>>> To: [REDACTED]
>>> Cc: [REDACTED]
>>> Su [REDACTED] ntact
>>>
>>> [REDACTED]
>>>
>>> ----- Original Message -----
>>> From: US [REDACTED] Care [REDACTED]
>>> Sent: 12/ [REDACTED] 8 PM
>>> To: [REDACTED]
>>> Cc: [REDACTED]
>>> Su [REDACTED] ntact
>>>
>>> Dear Jason [REDACTED]
>>>
>>> Thank you for allowing [REDACTED] [REDACTED] Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>
>>> My name is [REDACTED] and I will be your specialist to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>> Your case number is [REDACTED]
>>> The [REDACTED] [REDACTED] Case Management telephone number: [REDACTED]
>>> [REDACTED] work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.
>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>
>>> [REDACTED] [REDACTED] Care
>>>
>>>
>>> ----- Original Message -----
>>> From: US [REDACTED] Care [REDACTED]
>>> Sent: 12/20/2021 7:26 PM
>>> To: [REDACTED]
>>> Su [REDACTED] t
>>>
>>> Dear [REDACTED] [REDACTED]
>>>
>>>
>>> Thank you for allowing CHRYSLER [REDACTED] Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>
>>> My name is Justin and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>
>>> Your case number is [REDACTED]
>>> The [REDACTED] (BC Sp [REDACTED] Management telephone number: [REDACTED]
>>> [REDACTED] direct extension: [REDACTED]
>>> [REDACTED] work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
>>> I will contact you wi [REDACTED] day of your appointment by telephone to discuss your case.
>>>
>>>
>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>
>>>
>>>
>>> Justin
>>>

Customer Care

We have not heard anything about a loaner or rental at this time.

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Level 2 Initial Contact

Sent from my iPhone

> Good morning Mr. [REDACTED]

2

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

> **Customer Care**

11/11/2019

> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: Re: Level 2 Initial Contact

> Sent from my iPhone

>> Hi [REDACTED]

>> Thank you

> > From: [REDACTED]
> > Sent: [REDACTED]
> > To: [REDACTED]
> > Subject: Re: Level 2 Initial Contact

>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.

>> North Point

>> Service Rep receiving the van upon arrival is [REDACTED]

>> Sent from my iPhone

>>> On [REDACTED] at 11:25 AM US Customer Care [REDACTED] wrote:

>>> From: US Customer Care [REDACTED]
>>> Sent: 12/28/2021 4:06 PM
>>> To: [REDACTED]
>>> Cc: [REDACTED]

>>> Hi Mr. [REDACTED]
>>>
>>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>>> [REDACTED]
>>>

>>> From: US Customer Care [mailto:USCustomerCare@us.ibm.com]
>>> Sent: 11/11/2010 11:00 AM
>>> To: 'US Customer Care' [mailto:USCustomerCare@us.ibm.com]
>>> Cc: 'US Customer Care' [mailto:USCustomerCare@us.ibm.com]
>>> Subject: RE: Level 2 Initial Contact

>>> From: US Customer Care [REDACTED]
>>> Sent: [REDACTED] 9:58 PM
>>> To: [REDACTED]
>>> Cc: [REDACTED]
>>> Subject: RE: Level 2 Initial Contact

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

>>> From: US Customer Care [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Level 2 Initial Contact

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

>>> Chrysler Customer Care
>>> ref: 00Dj01qsDF. 5003Z1Lta75:ref

We have not heard anything about a loaner or rental at this time

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Su

Sent from my iPhone

> Good morning Mr. [REDACTED]

> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.

> [REDACTED]
>
> ----- Original Message -----
> From: US Customer Care [REDACTED]
> Sent: 1/12/2022 4:25 PM
> To: [REDACTED]
> Subject: Re: Level 2 Initial Contact
>
> Here is the address you can write to - we call this a Letter of Discontent:
>
> Stellantis Customer Care
> PO Box 21/8004
> Auburn Hills, MI 48321-8004
>
> ----- Original Message -----
> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: Re: Level 2 Initial Contact
>
> [REDACTED]
> [REDACTED] Farm Rd
> Plattown, [REDACTED] 27040
>
> Sent from myiPhone
>
>> On [REDACTED] at 10:46 PM, US Customer Care [REDACTED] wrote:
>>
>> Hi [REDACTED]
>>
>> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.
>>
>> Thank you
>> [REDACTED]
>>
>> ----- Original Message -----
>> From: [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Su [REDACTED]
>>
>> [REDACTED]
>>
>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.
>>
>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.
>>
>> North Point [REDACTED]
>> [REDACTED]
>>
>> Service Rep receiving the van upon arrival is [REDACTED].
>>
>> Sent from myiPhone
>>
>>> On [REDACTED] at 11:25 AM, US Customer Care [REDACTED] wrote:
>>>
>>> [REDACTED]
>>>
>>> ----- Original Message -----
>>> From: US Customer Care [REDACTED]
>>> Sent: 12/28/2021 4:06 PM
>>> To: [REDACTED]
>>> Cc: [REDACTED]
>>> Su [REDACTED] ntact
>>>
>>> Hi Mr. [REDACTED]
>>>
>>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>>>
>>> [REDACTED]
>>>
>>> ----- Original Message -----
>>> From: US Customer Care [REDACTED]
>>> Sent: [REDACTED] 10:20 PM
>>> To: [REDACTED]
>>> Cc: [REDACTED]
>>> Su [REDACTED] ntact
>>>
>>> [REDACTED]
>>>
>>> ----- Original Message -----
>>> From: US Customer Care [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Cc: [REDACTED]
>>> Su [REDACTED] ntact
>>>
>>> Dear [REDACTED]
>>>
>>> Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>
>>> My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>
>>> Your case number is [REDACTED]
>>> The Chrysler Southeast Case Management telephone number: [REDACTED]
>>> direct extension: [REDACTED]
>>> work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.

>>>
>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>
>>> [REDACTED] Chrysler Customer Care
>>>
>>>
>>>----- Original Message -----
>>> From: US Customer Care [REDACTED]
>>> Sent: 12/20/2021 7:26 PM
>>> To: [REDACTED]
>>> Su t
>>>
>>> Dear [REDACTED]
>>>
>>> Thank you for allowing CHRYSLER Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>
>>>
>>> My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>
>>>
>>> Your case number is 81413456.
>>> The Chrysler (BC Specific) Case Management telephone number: [REDACTED]
>>> My direct extension: 4061957
>>> My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
>>> I will contact you within [REDACTED] day of your appointment by telephone to discuss your case.
>>>
>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>
>>>
>>> [REDACTED]
>>>
>>>
>>> Chrysler Customer Care
>>> [REDACTED]
>>>
>>>
>>>

Date	Subject	Re: Level 2 Initial Contact
From: [REDACTED]	To: [REDACTED]	Sent Date/Time: [REDACTED]

I appreciate hearing back from you earlier on the phone, if possible when you get a chance could you please email me to confirm that Chrysler care is going to reimburse for a rental car until [REDACTED] is received back in [REDACTED] I just need in writing that Chrysler care has approved and agreed to pay the \$40 a day for a rental. I have spoken with my [REDACTED] er and they have a [REDACTED] in a rental for that price. I do not want to do anything until I know I will be reimbursed for this cost. Thanks so much

Sent from myiPhone

> On Jan 20, 2022, at 10:15 AM, US Customer Care [REDACTED] wrote:
>
> We have not heard anything about a loaner or rental at this time
>
>
>----- Original Message -----
> From: Jason [REDACTED]
> Sent: 1/19/2
> To: [REDACTED]
> Su
>
> [REDACTED].
>
> I have included and screen shot of the enterprise page for a 2-week rental of a midsize SUV. Obviously prices drastically increased when looking to rent a van. I have also contacted the dealership about a loaner, but waiting to hear back from them. Just seeing if you or [REDACTED] have heard anything else concerning getting a rental or loaner knowing that the transport could take anywhere from 1-3 weeks.
>
>
> Sent from myiPhone
>
> On [REDACTED] at 11:32 AM, US Customer Care [REDACTED] wrote:
>
> Good morning Mr. [REDACTED]
>
> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.
>>
>> [REDACTED]
>>
>>----- Original Message -----
>> From: US Customer Care [REDACTED]
>> Sent: 1/12/2022 4:25 PM
>> To: [REDACTED]
>> Subject: Re: Level 2 Initial Contact
>>
>> Here is the address you can write to - we call this a Letter of Discontent:
>>
>> Stellantis Customer Care
>> PO Box 21/8004
>> Auburn Hills, MI 48321-8004
>>
>>
>>----- Original Message -----
>> From: Jason [REDACTED]
>> Sent: 1/8/20
>> To: [REDACTED]
>> Subject: Re: Level 2 Initial Contact
>>
>> Jason [REDACTED]
>> 7156 Farm Rd
>> Pfafftown, NC 27040
>>
>> Sent from myiPhone

>>
>>> On [REDACTED] at [REDACTED] US Customer Care [REDACTED] wrote:
>>>
>>> Hi [REDACTED]
>>>
>>> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.
>>>
>>> Thank you
>>> [REDACTED]
>>>
>>> ----- Original Message -----
>>> From: [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Level 2 Initial Contact
>>>
>>> [REDACTED]
>>>
>>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.
>>>
>>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.
>>>
>>> North Point [REDACTED] Jeep Ram
>>> 7726 North [REDACTED]
>>> Winston Salem, NC 27106
>>>
>>> Service Rep receiving the van upon arrival is Chris.
>>>
>>> Sent from my iPhone
>>>
>>>> On [REDACTED] at 11:25 AM, US Customer Care [REDACTED] wrote:
>>>>
>>>> [REDACTED]
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: 12/28/2021 4:06 PM
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: RE: Level 2 Initial Contact
>>>>
>>>> Hi Mr. [REDACTED]
>>>>
>>>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>>>>
>>>> [REDACTED]
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: [REDACTED] 10:20 PM
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: RE: Level 2 Initial Contact
>>>>
>>>> [REDACTED]
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: RE: Level 2 Initial Contact
>>>>
>>>> Dear [REDACTED]
>>>>
>>>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>>
>>>> My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>>
>>>> Your case number is [REDACTED]
>>>> The [REDACTED] Southern [REDACTED] management telephone number: [REDACTED]
>>>> direct extension: [REDACTED]
>>>> work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.
>>>>
>>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>>
>>>> [REDACTED] Customer Care
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Subject: [REDACTED]
>>>>
>>>> Dear [REDACTED]
>>>>
>>>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>>
>>>> My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>>
>>>> Your case number is [REDACTED]
>>>> The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
>>>> extension: [REDACTED]
>>>> work hours are: [REDACTED] Eastern Standard Time Monday-Friday.

>>>> I will contact you within one business day of your appointment by telephone to discuss your case.
>>>>
>>>>
>>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>>
>>>>
>>>> Justin
>>>>
>>>>
>>>> Chrysler Customer Care
>>>> [REDACTED]
>>>>
>>>>
>>>>
>>>>

Date	Subject	Re: Level 2 Initial Contact
From	To	Sent Date/Time

I will verify once more with my supervisor tomorrow when she is back in and email to right back.

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Level 2 Initial Contact

I appreciate hearing back from you earlier on the phone, if possible when you get a chance could you please email me to confirm that Chrysler care is going to reimburse for a rental car until [REDACTED] is received back in [REDACTED] I just need in writing that Chrysler care has approved and agreed to pay the \$40 a day for a rental. I have spoken with my [REDACTED] er and they have a [REDACTED] in a rental for that price. I do not want to do anything until I know I will be reimbursed for this cost. Thanks so much

Sent from myiPhone

> On [REDACTED] at 10:15 AM, [REDACTED] Customer Care [REDACTED] wrote:
> We have not heard anything about a loaner or rental at this time

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

> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: Re: Level 2 Initial Contact

> I have included and screen shot of the enterprise page for a 2-week rental of a midsized SUV. Obviously prices drastically increased when looking to rent a van. I have also contacted the dealership about a loaner, but waiting to hear back from them. Just seeing if you or [REDACTED] have heard anything else concerning getting a rental or loaner knowing that the transport could take anywhere from 1-3 weeks.

> Sent from myiPhone

>> On [REDACTED] at 11:32 AM, [REDACTED] Customer Care [REDACTED] wrote:
>> Good morning Mr. [REDACTED]

>> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.

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

>> From: [REDACTED] Customer Care [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Subject: [REDACTED] ntact

>> Here is the address you can write to - we call this a Letter of Discontent:

>> Stellantis Customer Care

>> PO Box [REDACTED], M [REDACTED]

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

>> From: [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Subject: Re: Level 2 Initial Contact

>> Sent from myiPhone

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

>>> Hi [REDACTED]

>>> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.

>>> Thank you

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

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

>>> Subject: Re: Level 2 Initial Contact

>>>
>>> [REDACTED]
>>>
>>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.
>>>
>>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.

>>> North Point [REDACTED]
>>> [REDACTED]
>>> [REDACTED]
>>>

>>> Service Rep receiving the van upon arrival is [REDACTED].
>>>

>>> Sent from my iPhone
>>>

>>>> On [REDACTED] at 11:25 AM, US Customer Care [REDACTED] wrote:
>>>>
>>>> [REDACTED]
>>>>
>>>>
>>>>

>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: 12/28/2021 4:06 PM
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: RE: Level 2 Initial Contact
>>>>

>>>> Hi Mr. [REDACTED]
>>>>

>>>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>>>>
>>>> [REDACTED]
>>>>
>>>>

>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: 12/21/2021 10:20 P
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: RE: Level 2 Initial Contact
>>>>
>>>> [REDACTED]
>>>>
>>>>

>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: 12/21/2021 9:58 PM
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: RE: Level 2 Initial Contact
>>>>

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

>>>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>>

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

>>>> Your case number is [REDACTED]
>>>> The [REDACTED] management telephone number: [REDACTED]
[REDACTED] direct extension: [REDACTED]
work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.

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

>>>> [REDACTED] Customer Care
>>>>
>>>>
>>>>

>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: 12/20/2021 7:26 PM
>>>> To: [REDACTED]
>>>> Subject: Level 2 Initial Contact
>>>>
>>>> [REDACTED]
>>>>
>>>>

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

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

>>>> Your case number is [REDACTED]
>>>> The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
[REDACTED] nson: 4061957
work hours are: 9:30am - 6:00pm Eastern Standard Time Monday-Friday.

>>>> I will contact you within one business day of your appointment by telephone to discuss your case.
>>>>

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

>>>> Justin
>>>>
>>>>
>>>>

>>>> [REDACTED] Customer Care
>>>> [REDACTED]
>>>>
>>>>
>>>>

>

Date	01/20	Subject	Re: Level 2 Initial Contact
From		To	
Sent Date/Time		01/20	23:31 PM

I will verify once more with my supervisor tomorrow when she is back in and email to right back.

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

From: [REDACTED]
Sent: 1/20 9:24 PM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact

[REDACTED]

I appreciate hearing back from you earlier on the phone, if possible when you get a chance could you please email me to confirm that Chrysler care is going to reimburse for a rental car until Marvane is received back in Winston Salem. I just need in writing that Chrysler care has approved and agreed to pay the \$40 a day for a rental. I have spoken with my local dealer and they have agreed to put me in a rental for that price. I do not want to do anything until I know I will be reimbursed for this cost. Thanks so much

Sent from myiPhone

> On Jan 20, [REDACTED] at 10:15 AM, US Customer Care [REDACTED] wrote:

> We have not heard anything about a loaner or rental at this time

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

> From: [REDACTED]
> Sent: 1/19 7:28 PM
> To: [REDACTED]
> Subject: Re: Level 2 Initial Contact

> [REDACTED]

> I have included a screen shot of the enterprise page for a 2-week rental of a midsize SUV. Obviously prices drastically increased when looking to rent a van. I have also contacted the dealership about a loaner, but waiting to hear back from them. Just seeing if you or [REDACTED] have heard anything else concerning getting a rental or loaner knowing that the transport could take anywhere from 1-3 weeks.

> Sent from myiPhone

>> On [REDACTED] at 11:32 AM, US Customer Care [REDACTED] wrote:

>> Good morning Mr. [REDACTED]

>> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.

>> [REDACTED]

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

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

>> Here is the address you can write to - we call this a Letter of Discontent:

>> [REDACTED] Customer Care

>> [REDACTED], M [REDACTED]

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

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

>> [REDACTED]

>> [REDACTED]

>> Sent from myiPhone

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

>>> Hi [REDACTED]

>>> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.

>>> Thank you

>>> [REDACTED]

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

>>> From: [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Level 2 Initial Contact

>>> [REDACTED]

>>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.

>>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.

>>> North Point Chrysler Jeep Ram

>>> 7726 North Point Blvd

>>> Winston Salem, [REDACTED] 27106

>>> Service Rep receiving the van upon arrival is Chris.

>>>

>>> On Jan 7, 2022, at 11:25 AM, US Customer Care [REDACTED] wrote:
>>>
>>>[REDACTED]
>>>
>>>
>>>
>>>----- Original Message -----
>>>From: US Customer Care [REDACTED]
>>>Sent: 12/28/2021 4:06 PM
>>>To: [REDACTED]
>>>Cc: [REDACTED]
>>>Su [REDACTED] ntact
>>>
>>>Hi Mr. [REDACTED]
>>>
>>>I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices,
if any, so that we can look into getting you reimbursed.
>>>
>>>[REDACTED]
>>>
>>>
>>>----- Original Message -----
>>>From: US Customer Care [REDACTED]
>>>Sent: [REDACTED]
>>>To: [REDACTED]
>>>Cc: [REDACTED]
>>>Su [REDACTED] ntact
>>>
>>>[REDACTED]
>>>
>>>
>>>----- Original Message -----
>>>From: US Customer Care [REDACTED]
>>>Sent: [REDACTED] 9:58 PM
>>>To: [REDACTED]
>>>Cc: [REDACTED]
>>>Su [REDACTED] ntact
>>>
>>>Dear Jason [REDACTED]
>>>
>>>Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>
>>>My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>
>>>Your case number is [REDACTED]
>>>The Chrysler South Management telephone number: [REDACTED]
>>>direct extension: [REDACTED]
>>>work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.
>>>
>>>Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>
>>>[REDACTED] Customer Care
>>>
>>>
>>>----- Original Message -----
>>>From: US Customer Care [REDACTED]
>>>Sent: [REDACTED]
>>>To: [REDACTED]
>>>Subject: Level 2 Initial Contact
>>>
>>>Dear J [REDACTED] TH,
>>>
>>>
>>>Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>
>>>
>>>My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>
>>>
>>>Your case number is [REDACTED]
>>>The Chrysler (BC Sp Management telephone number: [REDACTED]
>>>direct extension: [REDACTED]
>>>work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
>>>>I will contact you within one business day of your appointment by telephone to discuss your case.
>>>
>>>
>>>Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>
>>>
>>>
>>>[REDACTED]
>>>
>>>
>>>Chrysler Customer Care
>>>[REDACTED]
>>>
>>>

Just seeing if you have had a chance to speak with [REDACTED] - trying to get a rental arranged for later today if possible, tomorrow at the latest because we are back to work on Monday. Thanks!!!

> On Jan 20, 2022, at 6:31 PM, US Customer Care [REDACTED] wrote:
>
> I will verify once more with my supervisor tomorrow when she is back in and email to right back.
>

> ----- Original Message -----
> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Su
>
> [REDACTED]
>
> I appreciate hearing back from you earlier on the phone, if possible when you get a chance could you please email me to confirm that Chrysler care is going to reimburse for a rental car until [REDACTED] is received back in [REDACTED] I just need in writing that Chrysler care has approved and agreed to pay the \$40 a day for a rental, I have spoken with my [REDACTED] er and they have a [REDACTED] in a rental for that price. I do not want to do anything until I know I will be reimbursed for this cost. Thanks so much
>
> Sent from my iPhone
>
>> On [REDACTED] at 10:15 AM, US Customer Care [REDACTED] wrote:
>>
>> We have not heard anything about a loaner or rental at this time
>>
>> ----- Original Message -----
>> From: [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Su
>>
>> [REDACTED]
>>
>> I have included and screen shot of the enterprise page for a 2-week rental of a midsize SUV. Obviously prices drastically increased when looking to rent a van. I have also contacted the dealership about a loaner, but waiting to hear back from them. Just seeing if you or [REDACTED] have heard anything else concerning getting a rental or loaner knowing that the transport could take anywhere from 1-3 weeks.
>>
>>
>> Sent from my iPhone
>>
>>> On [REDACTED] at 11:32 AM, US Customer Care [REDACTED] wrote:
>>>
>>> Good morning Mr. [REDACTED]
>>>
>>> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.
>>>
>>> [REDACTED]
>>>
>>> ----- Original Message -----
>>> From: US Customer Care [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Level 2 Initial Contact
>>>
>>> Here is the address you can write to - we call this a Letter of Discontent:
>>>
>>> [REDACTED] Customer Care
>>> PO Box [REDACTED]
>>> Auburn 8321-8004
>>>
>>> ----- Original Message -----
>>> From: [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Level 2 Initial Contact
>>>
>>> [REDACTED]
>>> Farm Rd
>>> Pfafftown, NC 27040
>>>
>>> Sent from my iPhone
>>>
>>>> On Jan 7, 2022, at 10:46 PM, US Customer Care [REDACTED] wrote:
>>>>
>>>> Hi [REDACTED]
>>>>
>>>> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.
>>>>
>>>> Thank you
>>>> [REDACTED]
>>>>
>>>> ----- Original Message -----
>>>> From: [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Su
>>>>
>>>> [REDACTED]
>>>>
>>>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.
>>>>
>>>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.
>>>>
>>>> North Point Chrysler Jeep Ram
>>>> 7726 North Point Blvd
>>>> [REDACTED] NC 27106
>>>>
>>>> Service Rep receiving the van upon arrival is Chris.
>>>>
>>>> Sent from my iPhone
>>>>
>>>>> On Jan 7, 2022, at 11:25 AM, US Customer Care [REDACTED] wrote:
>>>>>
>>>>> [REDACTED]
>>>>>
>>>>>
>>>>>
>>>>>

>>>>-----Original Message-----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: ntact

>>>> Hi Mr. [REDACTED]

>>>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

>>>> [REDACTED]

>>>>-----Original Message-----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: [REDACTED] 10:20 PM
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: ntact

>>>> [REDACTED]

>>>>-----Original Message-----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: ntact

>>>> Dear [REDACTED]

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

>>>> My name is [REDACTED] and I will be your specialist to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

>>>> Your case number is [REDACTED]
>>>> The Chrysler Southern [REDACTED] management telephone number: [REDACTED]
>>>> My direct extension: 4061475
>>>> My work hours are: 10:00 am to 6:30 pm Eastern Standard Time Monday-Friday.

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

>>>> [REDACTED] Chrysler Customer Care

>>>>-----Original Message-----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: 12/20/2021 7:26 PM
>>>> To: [REDACTED]
>>>> Subject: Level 2 Initial Contact

>>>> Dear [REDACTED]

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

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

>>>> Your case number is [REDACTED]
>>>> The Chrysler (BC Specific) Case Management telephone number: [REDACTED]
>>>> My direct extension: 4061957
>>>> My work hours are: 9:30am - 6:00pm Eastern Standard Time Monday-Friday.
>>>> I will contact you within one business day of your appointment by telephone to discuss your case.

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

>>>> [REDACTED]

>>>> Chrysler Customer Care
>>>> [REDACTED]

Date	Subject	Re: Level 2 Initial Contact
From: [REDACTED]	To: [REDACTED]	Sent Date/Time [REDACTED]

I did verify with [REDACTED] - yes - we will be reimbursing you for the rental up until the vehicle arrives at the [REDACTED] dealer. then you will submit the rental invoice to me.
I have also submitted the transport request for you. Hopefully, it will not take weeks to get your vehicle up to you.

[REDACTED]

-----Original Message-----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Level 2 Initial Contact

Just seeing if you have had a chance to speak with [REDACTED] - trying to get a rental arranged for later today if possible, tomorrow at the latest because we are back to work on Monday. Thanks!!!

Sent from myiPhone

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

> I will verify once more with my supervisor tomorrow when she is back in and email to right back.

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

> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Su

> [REDACTED].

> I appreciate hearing back from you earlier on the phone, if possible when you get a chance could you please email me to confirm that Chrysler care is going to reimburse for a rental car until Marvane is received back in [REDACTED] I just need in writing that Chrysler care has approved and agreed to pay the \$40 a day for a rental, I have spoken with my local dealer and they have a [REDACTED] in a rental for that price. I do not want to do anything until I know I will be reimbursed for this cost. Thanks so much

> Sent from myiPhone

>> On [REDACTED] at 10:15 AM, US Customer Care [REDACTED] wrote:

>> We have not heard anything about a loaner or rental at this time

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

>> From: [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Su

>> [REDACTED].

>> I have included and screen shot of the enterprise page for a 2-week rental of a midsize SUV. Obviously prices drastically increased when looking to rent a van. I have also contacted the dealership about a loaner, but waiting to hear back from them. Just seeing if you or [REDACTED] have heard anything else concerning getting a rental or loaner knowing that the transport could take anywhere from 1-3 weeks.

>> Sent from myiPhone

>>> On [REDACTED] at 11:32 AM, US Customer Care [REDACTED] wrote:

>>> Good morning Mr. [REDACTED]

>>> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.

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

>>> From: US Customer Care [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Level 2 Initial Contact

>>> Here is the address you can write to - we call this a Letter of Discontent:

>>> Stellantis Customer Care
>>> PO Box 21/8004
>>> Auburn Hills, MI 48321-8004

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

>>> From: [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Level 2 Initial Contact

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

>>> Sent from myiPhone

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

>>>> Hi [REDACTED]

>>>> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.

>>>> Thank you

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

>>>> From: [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Su

>>>> [REDACTED].

>>>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.

>>>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.

>>>> North Point [REDACTED]
>>>> [REDACTED]

>>>> Service Rep receiving the van upon arrival is [REDACTED].

>>>> Sent from myiPhone

>>>>

>>>> On Jan 7, 2022, at 11:25 AM, US Customer Care [REDACTED] wrote:

>>>>

>>>> [REDACTED]

>>>>

>>>> Original Message

>>>> From: US Customer Care [REDACTED]

>>>> Sent: 12/28/2021 4:06 PM

>>>> To: [REDACTED]

>>>> Cc: [REDACTED]

>>>> Subject: ntact

>>>>

>>>> Hi Mr. [REDACTED]

>>>>

>>>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.

>>>>

>>>> [REDACTED]

>>>>

>>>> Original Message

>>>> From: US Customer Care [REDACTED]

>>>> Sent: [REDACTED]

>>>> To: [REDACTED]

>>>> Cc: [REDACTED]

>>>> Subject: ntact

>>>>

>>>> [REDACTED]

>>>>

>>>> Original Message

>>>> From: US Customer Care [REDACTED]

>>>> Sent: [REDACTED] 9:58 PM

>>>> To: [REDACTED]

>>>> Cc: [REDACTED]

>>>> Subject: ntact

>>>>

>>>> Dear Jason [REDACTED]

>>>>

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

>>>>

>>>> My name is [REDACTED] and I will be your specialist to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

>>>>

>>>> Your case number is 81413456.

>>>> The Chrysler Southeast Case Management telephone number: [REDACTED]

>>>> My direct extension: 4061475

>>>> My work hours are: 10:00 am to 6:30 pm Eastern Standard Time Monday-Friday.

>>>>

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

>>>>

>>>> [REDACTED] Chrysler Customer Care

>>>>

>>>>

>>>> Original Message

>>>> From: US Customer Care [REDACTED]

>>>> Sent: [REDACTED]

>>>> To: [REDACTED]

>>>> Subject: Level 2 Initial Contact

>>>>

>>>> Dear [REDACTED]

>>>>

>>>>

>>>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

>>>>

>>>>

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

>>>>

>>>>

>>>> Your case number is 81413456.

>>>> The Chrysler (BC Specific) Case Management telephone number: [REDACTED]

>>>> My direct extension: 4061957

>>>> My work hours are: 9:30am - 6:00pm Eastern Standard Time Monday-Friday.

>>>> I will contact you within one business day of your appointment by telephone to discuss your case.

>>>>

>>>>

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

>>>>

>>>>

>>>>

>>>> [REDACTED]

>>>>

>>>>

>>>>

>>>> Chrysler Customer Care

>>>> ref_00Dj01qsDF_5003Z1Lta75.ref

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

Date	01/21/2022	Subject	Re: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	01/21/2022 16:38 PM

I did verify with Jessica - yes - we will be reimbursing you for the rental up until the vehicle arrives at the NorthPoint dealer. then you will submit the rental invoice to me.

I have also submitted the transport request for you. Hopefully, it will not take weeks to get your vehicle up to you.

[REDACTED]

Original Message

From: Jason [REDACTED]

Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Level 2 Initial Contact

Just seeing if you have had a chance to speak with [REDACTED] - trying to get a rental arranged for later today if possible, tomorrow at the latest because we are back to work on Monday. Thanks!!!

Sent from my iPhone

> On [REDACTED] at [REDACTED] US Customer Care [REDACTED] wrote:
> I will verify once more with my supervisor tomorrow when she is back in and email to right back.

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

> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Su

> [REDACTED],
> I appreciate hearing back from you earlier on the phone, if possible when you get a chance could you please email me to confirm that Chrysler care is going to reimburse for a rental car until Marvonne is received back in [REDACTED] I just need in writing that Chrysler care has approved and agreed to pay the \$40 a day for a rental, I have spoken with my local dealer and they have a [REDACTED] in a rental for that price. I do not want to do anything until I know I will be reimbursed for this cost. Thanks so much

> Sent from my iPhone

>> On [REDACTED] at 10:15 AM, US Customer Care [REDACTED] wrote:
>> We have not heard anything about a loaner or rental at this time

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

>> From: [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Su

>> [REDACTED],
>> I have included and screen shot of the enterprise page for a 2-week rental of a midsize SUV. Obviously prices drastically increased when looking to rent a van. I have also contacted the dealership about a loaner, but waiting to hear back from them. Just seeing if you or [REDACTED] have heard anything else concerning getting a rental or loaner knowing that the transport could take anywhere from 1-3 weeks.

>> Sent from my iPhone

>>> On [REDACTED] at 11:32 AM, US Customer Care [REDACTED] wrote:
>>> Good morning Mr. [REDACTED]

>>> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.

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

>>> From: US Customer Care [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Level 2 Initial Contact

>>> Here is the address you can write to - we call this a Letter of Discontent:

>>> [REDACTED] Customer Care
>>> PO Box [REDACTED]
>>> Auburn 8321-8004

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

>>> From: [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Level 2 Initial Contact

>>> [REDACTED] Farm Rd
>>> Pfafftown, NC 27040

>>> Sent from my iPhone

>>>> On Jan 7, 2022, at 10:46 PM, US Customer Care [REDACTED] wrote:
>>>> Hi [REDACTED]

>>>> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.

>>>> Thank you

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

>>>> From: [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Su

>>>> [REDACTED],
>>>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.

>>>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.

>>>> North Point Chrysler Jeep Ram

>>>> 7726 North Point Blvd
>>>> Winston Salem, NC 27106
>>>>
>>>> Service Rep receiving the van upon arrival is Chris.
>>>>
>>>> Sent from my iPhone
>>>>
>>>> On Jan 7, 2022, at 11:25 AM, US Customer Care [REDACTED] wrote:
>>>>
>>>> [REDACTED]
>>>>
>>>>
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: ntact
>>>>
>>>> Hi Mr. [REDACTED]
>>>>
>>>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>>>>
>>>> [REDACTED]
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: ntact
>>>>
>>>> [REDACTED]
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Cc: [REDACTED]
>>>> Subject: ntact
>>>>
>>>> Dear [REDACTED]
>>>>
>>>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>>
>>>> My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>>
>>>> Your case number is [REDACTED]
>>>> The [REDACTED] Southern [REDACTED] management telephone number: [REDACTED]
>>>> [REDACTED] work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.
>>>>
>>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>>
>>>> [REDACTED] Customer Care
>>>>
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Subject: Level 2 Initial Contact
>>>>
>>>> Dear [REDACTED]
>>>>
>>>>
>>>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>>
>>>> My name is Justin and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>>
>>>> Your case number is [REDACTED]
>>>> The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
>>>> [REDACTED] direct extension: 4061957
>>>> work hours are: 9:30am - 6:00pm Eastern Standard Time Monday-Friday.
>>>> I will contact you within one business day of your appointment by telephone to discuss your case.
>>>>
>>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>>
>>>>
>>>> Justin
>>>>
>>>>
>>>>
>>>> [REDACTED] Customer Care
>>>> j01qsDF_5003Z1Lta75:ref
>>>>
>>>>
>>>>
>>>>
>>>>

Date	01/27/2022	Subject	Re: Level 2 Initial Contact	
From	[REDACTED]	To	[REDACTED]	Sent Date/Time 01/27/2022 21:51 PM

This is the receipt from our rental. We had to pay for 10 days up front ([REDACTED] however the van arrived and was picked up today, so we were refunded [REDACTED] for the 4 days we did not use. Therefore, the final amount charged to us for [REDACTED] I that needs to be submitted for reimbursement is [REDACTED] I have included [REDACTED] y of the information for you.

Sent from myiPhone

> On [REDACTED] at 11:38 AM, US Customer Care [REDACTED] wrote:

> I did verify with [REDACTED] - yes - we will be reimbursing you for the rental up until the vehicle arrives at the [REDACTED] dealer. then you will submit the rental invoice to me.

> I have also submitted the transport request for you. Hopefully, it will not take weeks to get your vehicle up to you.

> [REDACTED]

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

> From: [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Su

> Just seeing if you have had a chance to speak with [REDACTED] - trying to get a rental arranged for later today if possible, tomorrow at the latest because we are back to work on Monday. Thanks!!!

> Sent from myiPhone

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

>> I will verify once more with my supervisor tomorrow when she is back in and email to right back.

>> [REDACTED]

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

>> From: [REDACTED]

>> Sent: [REDACTED]

>> To: [REDACTED]

>> Su

>> [REDACTED]

>> I appreciate hearing back from you earlier on the phone, if possible when you get a chance could you please email me to confirm that Chrysler care is going to reimburse for a rental car until [REDACTED] is received back in [REDACTED] I just need in writing that Chrysler care has approved and agreed to pay the \$40 a day for a rental. I have spoken with my local dealer and they have agreed to put me in a rental for that price. I do not want to do anything until I know I will be reimbursed for this cost. Thanks so much

>> Sent from myiPhone

>>> On [REDACTED] at 10:15 AM, US Customer Care [REDACTED] wrote:

>>> We have not heard anything about a loaner or rental at this time

>>> [REDACTED]

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

>>> From: [REDACTED]

>>> Sent: [REDACTED]

>>> To: [REDACTED]

>>> Su

>>> [REDACTED]

>>> I have included a screen shot of the enterprise page for a 2-week rental of a mid-sized SUV. Obviously prices drastically increased when looking to rent a van. I have also contacted the dealership about a loaner, but waiting to hear back from them. Just seeing if you or [REDACTED] have heard anything else concerning getting a rental or loaner knowing that the transport could take anywhere from 1-3 weeks.

>>> [REDACTED]

>>> Sent from myiPhone

>>>> On [REDACTED] at 11:32 AM, US Customer Care [REDACTED] wrote:

>>>> Good morning Mr. [REDACTED]

>>>> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.

>>>> [REDACTED]

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

>>>> From: US Customer Care [REDACTED]

>>>> Sent: [REDACTED]

>>>> To: [REDACTED]

>>>> Su [REDACTED] ntact

>>>> Here is the address you can write to - we call this a Letter of Discontent:

>>>> [REDACTED] Customer Care

>>>> /8004

>>>> Auburn Hills, MI 48321-8004

>>>> [REDACTED]

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

>>>> From: [REDACTED]

>>>> Sent: [REDACTED]

>>>> To: [REDACTED]

>>>> Su

>>>> [REDACTED]

>>>> Farm Rd

>>>> Pfafftown, NC 27040

>>>> [REDACTED]

>>>> Sent from myiPhone

>>>>> On Jan 7, 2022, at 10:46 PM, US Customer Care [REDACTED] wrote:

>>>>> [REDACTED]

>>>>> Hi [REDACTED]

>>>>> [REDACTED]

>>>>> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.

>>>>> [REDACTED]

>>>>> Thank you
>>>>> [REDACTED]
>>>>>
>>>>>
>>>>>-----Original Message-----
>>>>> From: [REDACTED]
>>>>> Sent: [REDACTED]
>>>>> To: [REDACTED]
>>>>> Su
>>>>>
>>>>> [REDACTED]
>>>>>
>>>>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.
>>>>>
>>>>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.
>>>>>
>>>>> [REDACTED]
>>>>> [REDACTED]
>>>>> [REDACTED]
>>>>>
>>>>> Service Rep receiving the van upon arrival is [REDACTED].
>>>>>
>>>>> Sent from my iPhone
>>>>>
>>>>>> On Jan 7, 2022, at 11:25 AM, US Customer Care [REDACTED] wrote:
>>>>>>
>>>>>> [REDACTED]
>>>>>>
>>>>>>
>>>>>>
>>>>>>-----Original Message-----
>>>>>> From: US Customer Care [REDACTED]
>>>>>> Sent: 12/28/2021 4:06 PM
>>>>>> To: [REDACTED]
>>>>>> Cc: [REDACTED]
>>>>>> Su ntact
>>>>>>
>>>>>> Hi Mr. [REDACTED]
>>>>>>
>>>>>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>>>>>>
>>>>>> [REDACTED]
>>>>>>
>>>>>>-----Original Message-----
>>>>>> From: US Customer Care [REDACTED]
>>>>>> Sent: 12/21/2021 10:20 P
>>>>>> To: [REDACTED]
>>>>>> Cc: [REDACTED]
>>>>>> Su ntact
>>>>>>
>>>>>> [REDACTED]
>>>>>>
>>>>>>-----Original Message-----
>>>>>> From: US Customer Care [REDACTED]
>>>>>> Sent: 12/21/2021 9:58 PM
>>>>>> To: [REDACTED]
>>>>>> Cc: [REDACTED]
>>>>>> Su ntact
>>>>>>
>>>>>> Dear [REDACTED]
>>>>>>
>>>>>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>>>>
>>>>>> My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>>>>
>>>>>> Your case number is [REDACTED]
>>>>>> The [REDACTED] management telephone number: [REDACTED]
>>>>>> [REDACTED] direct extension: [REDACTED]
>>>>>> [REDACTED] work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.
>>>>>>
>>>>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>>>>
>>>>>> [REDACTED] Customer Care
>>>>>>
>>>>>>-----Original Message-----
>>>>>> From: US Customer Care [REDACTED]
>>>>>> Sent: 12/20/2021 7:26 PM
>>>>>> To: [REDACTED]
>>>>>> Su t
>>>>>>
>>>>>> Dear [REDACTED]
>>>>>>
>>>>>>
>>>>>> Thank you for allowing CHRYSLER Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>>>>
>>>>>>
>>>>>> My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>>>>
>>>>>>
>>>>>> Your case number is [REDACTED]
>>>>>> The [REDACTED] (BC Sp Management telephone number: [REDACTED]
>>>>>> [REDACTED] nsion: [REDACTED]
>>>>>> [REDACTED] work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
>>>>>> [REDACTED] ill contact you wi day of your appointment by telephone to discuss your case.
>>>>>>
>>>>>>
>>>>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>>>>
>>>>>>

>>>>>
>>>>> Justin
>>>>>
>>>>>
>>>>>
>>>>> Chrysler Customer Care
>>>>> ref:_00Dj01qsDF_5003Z1Lta75:ref
>>>>>
>>>>>
>>>>
>>>
>>
>
>

Date	01/31/2022	Subject	Re: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED]
Sent Date/Time	01/31/2022 16:18 PM		

Mr. [REDACTED]

The reimbursement for rental has been approved and should receive check in 7 to 14 days. If all is good with the repairs, no need to call back, will close case in 2 days. And I would like to remind you of the survey you will receive once we close the case. If you would be so kind as to answer it for me.

Thank you
[REDACTED]

----- Original Message -----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Su [REDACTED]

[REDACTED]

This is the receipt from our rental. We had to pay for 10 days up front [REDACTED] however the van arrived and was picked up today, so we were refunded [REDACTED] for the 4 days we did not use. Therefore, the final amount charged to us is [REDACTED] that needs to be submitted for reimbursement is [REDACTED] I have included the information for you.

Sent from my iPhone

> On [REDACTED] at 11:38 AM, US Customer Care [REDACTED] wrote:
> I did verify with [REDACTED] - yes - we will be reimbursing you for the rental up until the vehicle arrives at the [REDACTED] dealer. then you will submit the rental invoice to me.
> I have also submitted the transport request for you. Hopefully, it will not take weeks to get your vehicle up to you.
> [REDACTED]
> [REDACTED]
> ----- Original Message -----
> From: [REDACTED]
> Sent: [REDACTED]
> To: [REDACTED]
> Su [REDACTED]
>
> Just seeing if you have had a chance to speak with [REDACTED] - trying to get a rental arranged for later today if possible, tomorrow at the latest because we are back to work on Monday. Thanks!!!
>
> Sent from my iPhone
>
>> On [REDACTED] at [REDACTED] US Customer Care [REDACTED] wrote:
>>
>> I will verify once more with my supervisor tomorrow when she is back in and email to right back.
>>
>> ----- Original Message -----
>> From: [REDACTED]
>> Sent: [REDACTED]
>> To: [REDACTED]
>> Subject: Re: Level 2 Initial Contact
>>
>> [REDACTED]
>>
>> I appreciate hearing back from you earlier on the phone, if possible when you get a chance could you please email me to confirm that Chrysler care is going to reimburse for a rental car until Marvane is received back in [REDACTED] I just need in writing that Chrysler care has approved and agreed to pay the \$40 a day for a rental. I have spoken with my local dealer and they have a [REDACTED] in a rental for that price. I do not want to do anything until I know I will be reimbursed for this cost. Thanks so much
>>
>> Sent from my iPhone
>>
>>> On [REDACTED] at 10:15 AM, US Customer Care [REDACTED] wrote:
>>>
>>> We have not heard anything about a loaner or rental at this time
>>>
>>> ----- Original Message -----
>>> From: [REDACTED]
>>> Sent: [REDACTED]
>>> To: [REDACTED]
>>> Subject: Re: Level 2 Initial Contact
>>>
>>> [REDACTED]
>>>
>>> I have included and screen shot of the enterprise page for a 2-week rental of a midsize SUV. Obviously prices drastically increased when looking to rent a van. I have also contacted the dealership about a loaner, but waiting to hear back from them. Just seeing if you or [REDACTED] have heard anything else concerning getting a rental or loaner knowing that the transport could take anywhere from 1-3 weeks.
>>>
>>>
>>> Sent from my iPhone
>>>
>>>> On [REDACTED] at 11:32 AM, US Customer Care [REDACTED] wrote:
>>>>
>>>> Good morning Mr. [REDACTED]
>>>>
>>>> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.

>>>>
>>>>
>>>>
>>>>----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: 1/12/2022 4:25 PM
>>>> To: [REDACTED]
>>>> Su [REDACTED] ntact
>>>>
>>>> Here is the address you can write to - we call this a Letter of Discontent:
>>>>
>>>> Stellantis Customer Care
>>>> PO Box 21/8004
>>>> Auburn Hills, MI 48321-8004
>>>>
>>>>----- Original Message -----
>>>> From: [REDACTED]
>>>> Sent: [REDACTED]
>>>> To: [REDACTED]
>>>> Su [REDACTED]
>>>>
>>>> [REDACTED]
>>>> Farm Rd
>>>> Pfafftown, NC 27040
>>>>
>>>> Sent from my iPhone
>>>>
>>>>> On Jan 7, 2022, at 10:46 PM, US Customer Care [REDACTED] wrote:
>>>>>
>>>>> Hi [REDACTED]
>>>>>
>>>>> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.
>>>>>
>>>>> Thank you
>>>>> [REDACTED]
>>>>>
>>>>>----- Original Message -----
>>>>> From: [REDACTED]
>>>>> Sent: [REDACTED]
>>>>> To: [REDACTED]
>>>>> Su [REDACTED]
>>>>>
>>>>> [REDACTED]
>>>>>
>>>>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.
>>>>>
>>>>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.
>>>>>
>>>>> North Point Chrysler Jeep Ram
>>>>> 7726 North Point Blvd
>>>>> Winston Salem, NC 27106
>>>>>
>>>>> Service Rep receiving the van upon arrival is Chris.
>>>>>
>>>>> Sent from my iPhone
>>>>>
>>>>>> On Jan 7, 2022, at 11:25 AM, US Customer Care [REDACTED] wrote:
>>>>>>
>>>>>> [REDACTED]
>>>>>>
>>>>>>----- Original Message -----
>>>>>> From: US Customer Care [REDACTED]
>>>>>> Sent: 12/28/2021 4:06 PM
>>>>>> To: [REDACTED]
>>>>>> Cc: [REDACTED]
>>>>>> Su [REDACTED] ntact
>>>>>>
>>>>>> Hi Mr. [REDACTED]
>>>>>>
>>>>>> I called today to check in with you. I hope everyone made it back home safely and that you all had a good christmas. And to also have you send in the invoices, if any, so that we can look into getting you reimbursed.
>>>>>>
>>>>>> [REDACTED]
>>>>>>
>>>>>>----- Original Message -----
>>>>>> From: US Customer Care [REDACTED]
>>>>>> Sent: [REDACTED] 10:20 P
>>>>>> To: [REDACTED]
>>>>>> Cc: [REDACTED]
>>>>>> Su [REDACTED] ntact
>>>>>>
>>>>>> [REDACTED]
>>>>>>
>>>>>>----- Original Message -----
>>>>>> From: US Customer Care [REDACTED]
>>>>>> Sent: [REDACTED]
>>>>>> To: [REDACTED]
>>>>>> Cc: [REDACTED]
>>>>>> Su [REDACTED] ntact
>>>>>>
>>>>>> Dear [REDACTED]
>>>>>>
>>>>>> Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>>>>
>>>>>> My name is [REDACTED] and I will be your [REDACTED] to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>>>>
>>>>>> Your case number is [REDACTED]
>>>>>> The Chrysler Southe [REDACTED] anagement telephone number: [REDACTED]

>>>>> My direct extension: [REDACTED]
>>>>> My work hours are: [REDACTED] to [REDACTED] Eastern Standard Time Monday-Friday.
>>>>>
>>>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>>>
>>>>> [REDACTED] Customer Care
>>>>>
>>>>>
>>>>>
>>>>> ----- Original Message -----
>>>>> From: [REDACTED] Customer Care [REDACTED]
>>>>> Sent: [REDACTED]
>>>>> To: [REDACTED]
>>>>> Subject:
>>>>>
>>>>> Dear [REDACTED]
>>>>>
>>>>>
>>>>> Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>>>>>
>>>>> My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>>>>>
>>>>>
>>>>> Your case number is [REDACTED]
>>>>> The Chrysler (BC Sp Management telephone number: [REDACTED]
[REDACTED] direct extension: [REDACTED]
work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
>>>>> I will contact you wi day of your appointment by telephone to discuss your case.
>>>>>
>>>>>
>>>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>>>>
>>>>>
>>>>> [REDACTED]
>>>>>
>>>>>
>>>>>
>>>>> Chrysler Customer Care
>>>>> ref:_00Dj01qsDF_5003Z1Lta75:ref
>>>>>
>>>>>
>>>>>
>>>>>
>>>>>
>>>>>

Date	Subject	Re: Level 2 Initial Contact
From	To	Sent Date/Time

Mr. [REDACTED]

The reimbursement for rental has been approved and should receive check in 7 to 14 days. If all is good with the repairs, no need to call back, will close case in 2 days. And I would like to remind you of the survey you will receive once we close the case. If you would be so kind as to answer it for me.

Thank you

[REDACTED]

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

From: [REDACTED]
 Sent: [REDACTED]
 To: [REDACTED]
 Su: [REDACTED]

[REDACTED]

This is the receipt from our rental. We had to pay for 10 days up front ([REDACTED] however the van arrived and was picked up today, so we were refunded [REDACTED] for the 4 days we did not use. Therefore, the final amount charged to us for [REDACTED] I that needs to be submitted for reimbursement is [REDACTED] I have included [REDACTED] of the information for you.

Sent from my iPhone

> On [REDACTED] at 11:38 AM, [REDACTED] Customer Care [REDACTED] wrote:

>

> I did verify with [REDACTED] - yes - we will be reimbursing you for the rental up until the vehicle arrives at the [REDACTED] dealer. then you will submit the rental invoice to me.

> I have also submitted the transport request for you. Hopefully, it will not take weeks to get your vehicle up to you.

> [REDACTED]

>

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

> From: [REDACTED]
 > Sent: [REDACTED] PM
 > To: [REDACTED]
 > Su: [REDACTED]

>

> Just seeing if you have had a chance to speak with [REDACTED] - trying to get a rental arranged for later today if possible, tomorrow at the latest because we are back to work on Monday. Thanks!!!

> Sent from my iPhone

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

>>

>> I will verify once more with my supervisor tomorrow when she is back in and email to right back.

>>

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

>> From: [REDACTED]
 >> Sent: [REDACTED]
 >> To: [REDACTED]
 >> Su: [REDACTED]

>> [REDACTED],
>>
>> I appreciate hearing back from you earlier on the phone, if possible when you get a chance could you please email me to confirm that Chrysler care is going to reimburse for a rental car until Marvonne is received back in [REDACTED] I just need in writing that Chrysler care has approved and agreed to pay the \$40 a day for a rental, I have spoken with my local dealer and they have a [REDACTED] in a rental for that price. I do not want to do anything until I know I will be reimbursed for this cost. Thanks so much
>>
>> Sent from myiPhone
>>
>>> On Jan 20, 2022, at 10:15 AM, US Customer Care [REDACTED] wrote:
>>>
>>> We have not heard anything about a loaner or rental at this time
>>>
>>> ----- Original Message -----
>>> From: [REDACTED]
>>> Sent: 1/19/2022 7:2
>>> To: [REDACTED]
>>> Subject: Re: Level 2 Initial Contact
>>>
>>> [REDACTED],
>>>
>>> I have included and screen shot of the enterprise page for a 2-week rental of a midsize SUV. Obviously prices drastically increased when looking to rent a van. I have also contacted the dealership about a loaner, but waiting to hear back from them. Just seeing if you or [REDACTED] have heard anything else concerning getting a rental or loaner knowing that the transport could take anywhere from 1-3 weeks.
>>>
>>>
>>> Sent from myiPhone
>>>
>>>> On Jan 14, 2022, at 11:32 AM, US Customer Care [REDACTED] wrote:
>>>>
>>>> Good morning Mr. Smith,
>>>>
>>>> I called our product distribution center and am told that they have the transmission, it is being unloaded today and will be sent over to the dealer in the morning. I will follow up with the dealer Monday on getting this repair done asap.
>>>>
>>>> [REDACTED]
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [REDACTED]
>>>> Sent: 1/12/2022 4:25 PM
>>>> To: [REDACTED]
>>>> Su [REDACTED] ntact
>>>>
>>>> Here is the address you can write to - we call this a Letter of Discontent:
>>>>
>>>> Stellantis Customer Care
>>>> PO Box 21/8004
>>>> Auburn Hills, MI 48321-8004
>>>>
>>>> ----- Original Message -----
>>>> From: [REDACTED]
>>>> Sent: 1/8/2022 12:11 PM
>>>> To: [REDACTED]
>>>> Su [REDACTED]
>>>>
>>>> [REDACTED]
>>>> 7156 Conrad Farm Rd
>>>> Pfafftown, NC 27040
>>>>
>>>> Sent from myiPhone
>>>>
>>>>> On Jan 7, 2022, at 10:46 PM, US Customer Care [REDACTED] wrote:
>>>>>
>>>>> Hi Jason,
>>>>>
>>>>> Can I have you verify your mailing address for me. I'm in the process of submitting for reimbursement but need to make sure we have the correct mailing address.
>>>>>
>>>>> Thank you
>>>>> [REDACTED]
>>>>>
>>>>> ----- Original Message -----
>>>>> From: [REDACTED]
>>>>> Sent: 1/7/2022 4:50
>>>>> To: [REDACTED]
>>>>> Subject: Re: Level 2 Initial Contact
>>>>>
>>>>> [REDACTED],
>>>>>
>>>>> I have just sent both those receipts (rental car / airfare) to the new address and I checked my email and it shows that both previous emails were received by the previous address you gave to me. Hopefully these get to you.
>>>>>
>>>>> Also, I wanted to make sure you received the address for the dealership that my van will be transported to once the new transmission has been put in and it is fixed.
>>>>>
>>>>> North Point Chrysler [REDACTED]
>>>>> [REDACTED]
>>>>> [REDACTED] 106
>>>>>
>>>>> Service Rep receiving the van upon arrival is Chris.
>>>>>
>>>>> Sent from myiPhone
>>>>>
>>>>>> On Jan 7, 2022, at 11:25 AM, US Customer Care [REDACTED] wrote:
>>>>>>
>>>>>> [REDACTED]
>>>>>>
>>>>>> ----- Original Message -----
>>>>>> From: US Customer Care [REDACTED]
>>>>>> Sent: [REDACTED]
>>>>>> To: [REDACTED]
>>>>>> Cc: [REDACTED]
>>>>>> Subject: RE: Level 2 Initial Contact

