

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)#					81595652	
VIN		Model Year	2020	Brand		
Body	RUES53	Vehicle	PACIFICA HYBRID LIMITED			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center		
Batch Case Information						
Open Date	01/10/2022	CAIR Type	Regular	Status	Closed	
Close Date	03/15/2022	Origin	Telephone	Reason		
Mileage	31,000 Miles	Market	U	Language	English	
Contact Email		Contact Phone		Contact Mobile		
Caller Address				Source	Customer	
Caller City		Caller Country		Caller Postal Code		
Customer	DON E					
Customer Address	6120 MORNING CALM WAY					
	COLUMBIA		MD		8	USA
Dealer		N	DODGE JEEP RAM		Dealer Phone	
Dealer Address	12430 AUTO DR					
	CLARKSVILLE		MD	21029 2200	USA	
Dealer Zone	Md	Sales District		Service District	O	
Subject	vehical concern					
Synopsis	Customer provided goodwill.					
Customer Anomaly	Engine					
	OTHER					
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	30	General engine issues	
Reason Code	Sales - Complaint - Product - Vehicle concern - Additional details					

Case Status History

Create Date	Status
01/10/2022 05:35 PM	Open
01/11/2022 10:26 PM	Suspended
01/19/2022 05:03 AM	Open
01/26/2022 12:39 AM	Suspended
02/02/2022 05:03 AM	Open
03/15/2022 05:30 PM	Closed

Initial Description

Customer called in and stated to ask for a resolve to his part not being shipped. His car has been in shop for two weeks.

Case Comments

Date	Comment
01/10/2022	Customer States: Customer called in and stated to ask for a resolve to his part not being shipped. His car has been in shop for two weeks. Dealership has provided a loaner car. Agent Advised: the situation is due to covid and trucking strike Next Steps: escalating ticket to specialist. Further Questions/Closing: customer has no further questions at this time. Agent has thanked customer, branded and ended the call.
01/11/2022	*****BC 35 REVIEW***** In-Service Date: 8/5/2020 Original Owner: Yes Mileage: 31,000 Vehicle purchase Loyalty: 1 new Multiple Repairs/ Previous related repairs: MMP plans: 0 Basic expires: August 5, 2023 19 Months or 5,000 Miles Powertrain expires: August 5, 2025 42 Months or 29,000 Miles Open Recalls: 0 Additional Notes: *****outbound dealership contact***** N OF CLARKSVILLE-SERVICE/ PARTS spoke to who advised is Matt. The complaint is that the vehicle shuts off on highway. The customer needs a power inverter module. DLR cannot verify if part information below is for customer or not as it is a STAR ordered part. - Part: INVERTER Part number: 68381781AD Order number: 0899** Order type: S DLR code: ETA: Jan 26, 2022 Rental:
01/11/2022	System Update: Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKs.)
01/11/2022	*****PART E***** DEALER: ORDER NUMBER: \$0899* PART NUMBER: 68381781AD INVERTER MODULE Tentative ETA to DEALER Late January - Early February - Subject to change - B/O PST ETA based upon an estimated supplier shipment. ORDER HAS BEEN UPGRADED TO VOR TO ENSURE PRIORITY *****END OF E*****
01/18/2022	*****PART E***** DEALER: ORDER NUMBER: \$0899* (VOR) PART NUMBER: 68381781AD INVERTER MODULE Tentative ETA to DEALER Early to Mid February - Subject to change - B/O PST ETA based upon an estimated supplier shipment. *****END OF E*****
01/21/2022	*****OUTBOUND CUSTOMER CONT Agent contacting to advise update. Customer was unavailable agent LVM to follow up.
01/21/2022	**DLRConnect** Part has ETA of 01/03.
01/21/2022	*****CUSTOMER CONT Customer contacting to seek what the ETA is, agent stated closer to the first week and advised that we would like to look into compensation for the downtime. Customer thanked agent and will send in docs to email.
01/25/2022	*****PART E***** DEALER: ORDER NUMBER: \$0899* (VOR) PART NUMBER: 68381781AD INVERTER MODULE Tentative ETA to DEALER Early to Mid February - Subject to change - B/O PST ETA based upon an estimated supplier shipment. *****END OF E*****
02/01/2022	*****PART E***** DEALER: ORDER NUMBER: \$0899* (VOR) PART NUMBER: 68381781AD INVERTER MODULE Tentative ETA to DEALER Early to Mid February - Subject to change - B/O FOS ETA based upon a future scheduled order to the supplier. *****END OF E*****
02/15/2022	*****PART E***** DEALER: ORDER NUMBER: \$0899* (VOR) PART NUMBER: 68381781AD INVERTER MODULE SHIPPED- PDC on 2/14 - In transit to DEALER - ETA 3-8 business days UPS TRACKING# - Estimated delivery Tomorrow, February 15 by 10:30 *****END OF E***** B/O Parts Task Completed. Please follow up with the Dealer to confirm part has been delivered. If further assistance is needed, complete part order detail and assign a new task to Parts
02/16/2022	**Agent notes not appearing, agent to touch base 02/21**
02/21/2022	*****OUTBOUND DEALER CONTACT***** Agent contacting to confirm the part arrived. Agent spoke with PA who advised the part arrived.
03/02/2022	Can case be closed?
03/02/2022	*****OUTBOUND DEALER CONTACT***** Writer contacted dealer and they are still working on vehicle. Hoping to have completed by end of this week. Customer was contacted on Monday with an update
03/04/2022	*****OUTBOUND DEALER CONTACT***** Agent contacting to confirm the vehicle was completed and that they finished the trans axle repair yesterday no road tested last night and did not see any concerns. stated that is currently out right now testing the vehicle on last time before they call the customer. Agent thanked and disconnected.
	*****OUTBOUND CUSTOMER CONT Agent contacting to seek if vehicle is repaired to their satisfaction. Customer was unavailable agent LVM to follow up.
03/11/2022	*****OUTBOUND CUSTOMER CONT Agent contacting to confirm vehicle payment amount and that we would review for compensating two mo payments for the downtime of the vehicle. Customer thanked agent and stated he would wait till early next week for review. - Agent submitted email to for review - In-Service Date: 08/05/2020 Original Owner: Yes Mileage: 31,000 Vehicle purchase Loyalty: 1 New Multiple Repairs/ Previous related repairs: No MMP plans: Essential care Basic expires: 17 M 5,000 Miles Powertrain expires: 41 M 29,000 Miles Open Recalls: No LS: 465 CC: 15 Mb Payment: \$269.61 Documents submitted on case Writer requesting to submit a check in the amount of \$539.22

Date	Comment
03/14/2022	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] CM spoke to customer and advised cut check. CM advised if does not receive it in 30 days to CB. -

Email(s)

Date	01/11/2022	Subject	Case	
From		To		Sent Date/Time 01/11/2022 22:22 PM
My name is [REDACTED] and Amy has been assigned as your Case [REDACTED] Also, here is some information that will be helpful for you to have: -The Chrysler Case Management telephone number is: [REDACTED] -Amys extension is: [REDACTED] -Office hours are: 8AM - 8PM EST Monday-Friday				
Regards, [REDACTED] Phone: [REDACTED] ref:_00Dj01qsDF_5003Z1MKB54:ref				

Date	01/21/2022	Subject	Case		
From		To		Sent Date/Time	01/21/2022 16:20 PM
Good afternoon Mr.					
I appreciate your patience.					
I'm reaching out as I tried to reach you via phone and was unsuccessful. I wanted to introduce myself as your case At this time the ETA for your part seems to be early February. I will touch base again 01/25 to seek further updates unless I receive any before then.					
If in the meantime you have any additional questions/ concerns please don't hesitate to email me back or contact me at					
Thank you for your time.					
Phone:					
ref:_00Dj01qsDF_5003Z1MKB54:ref					

Date	01/21/2022	Subject	Case [REDACTED]	Sent Date/Time	01/21/2022 16:47 PM
From	[REDACTED]	To	[REDACTED]		
Good morning Mr. [REDACTED]					
I appreciate your callback.					
I was reaching out as per our previous conversation. I was inquiring if you had a chance to attach those documents for review. I would need the rental statement showing the amount and the proof of payment.					
I'll touch base again 01/25 however, if in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at [REDACTED]					
[REDACTED]					
Thank you for your time.					
Regards,					
[REDACTED]					
Phone: [REDACTED]					
ref:_00Dj01qsDF_5003Z1MKB54:ref					

Date	01/21/2022	Subject	Re: Case [REDACTED]	Sent Date/Time	01/21/2022 17:06 PM
From	[REDACTED]	To	[REDACTED]		

[REDACTED]

Attached is the only recent copy I currently have in my email of my monthly auto loan payment. I have paper copies at home as I have it set to autodraft from my bank account. I can do a screen capture of my bank account statement if you need to show when I made the payment this month.

V/R
[REDACTED]

From: US Customer Care [REDACTED]
Sent: Friday, January 21, 2022 11:47 AM
To: [REDACTED]
Subject: Case [REDACTED]

Good morning Mr. [REDACTED]

I appreciate your callback.

I was reaching out as per our previous conversation. I was inquiring if you had a chance to attach those documents for review. I would need the rental statement showing the amount and the proof of payment.

I'll touch base again 01/25 however, if in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at [REDACTED]

Thank you for your time.

Regards,
[REDACTED]
Phone: [REDACTED]

[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000vJ9Y4&from=ext]
ref:_00Dj01qsDF_5003Z1MKB54:ref

Date	01/26/2022	Subject	Re: Case [REDACTED]	Sent Date/Time	01/26/2022 00:38 AM
From	[REDACTED]	To	[REDACTED]		

Good morning. Yes I have two questions.

1. As in no updates do you mean that the part is still expected in the next two weeks and if so do you have some kind of tracking number on it?
- 2.
3. I didn't receive an update on the mitigation measure, aka your offer to to pay my January car payment, after I sent you a digital statement so what is the status on that?

V/R

From: US Customer Care
Sent: Wednesday, February 2, 2022 8:25 AM
To:
Subject: Case 81595652

Good morning Mr.

I appreciate your patience,

I was reaching out as there are no additional updates in regards to your part. I will touch base closer to the end of the week unless I receive updates before then.

If in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at

Thank you for your time.

Regards,

Phone: Case
oid=00Dj0000001qsDF&esid=0183Z00000VkZWh&from=ext]
ref._00Dj01qsDF._5003Z1MKB54:ref

Date	02/07/2022	Subject	Case 81595652
From		To	
		Sent Date/Time	02/07/2022 17:08 PM

Good afternoon Mr.

I appreciate your patience.

I apologize as I was out of the office last week,

To answer your questions, the current ETA we have is 02/16 however, this date could change. As per the January payment I would review after the vehicle is completed for compensation of the downtime to ensure satisfaction of repairs. I will touch base no later than 02/10 with any further part updates I can collect.

If in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at

Thank you for your time.

Regards,

Phone: Case
ref._00Dj01qsDF._5003Z1MKB54:ref

Date	02/10/2022	Subject	Case 81595652
From		To	
		Sent Date/Time	02/10/2022 18:21 PM

Good afternoon Mr.

I appreciate your patience.

I'm touching base as promised, there was been no movement with the ETA at this time. I will touch base next week to confirm further updates.

If in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at

Thank you for your time.

Regards,

Phone: Case
ref._00Dj01qsDF._5003Z1MKB54:ref

Date	02/16/2022	Subject	Case 81595652
From		To	
		Sent Date/Time	02/16/2022 18:23 PM

Good afternoon Mr.

I appreciate your patience.

I'm touching base to advise your part has arrived at the dealership. I will touch base early next week to ensure the repairs were completed to your satisfaction.

If in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at

Thank you for your time.

Regards,

Phone: Case
ref._00Dj01qsDF._5003Z1MKB54:ref

Date	02/21/2022	Subject	Case 81595652
From		To	
		Sent Date/Time	02/21/2022 15:03 PM

Good morning, Mr. [REDACTED]

I appreciate your patience.

I'm touching base to seek if the dealership has touched base at this time in regards to your vehicle status. I would like to touch base 02/23 to ensure you're satisfied.

If in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at [REDACTED]

Thank you for your time.

Regards,

[REDACTED] | [REDACTED] [REDACTED]
Phone: [REDACTED]
ref:_00Dj01qsDF_5003Z1MKB54:ref

Date	02/22/2022	Subject	Re: Case 81595652
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	02/22/2022 11:17 AM

[REDACTED]

Good morning. My vehicle is not yet repaired. The part did not fix the issue so they are now replacing the transmission and are projecting my vehicle being returned next week sometime. Next week will be week 10 that my vehicle has been in the shop.

V/R
[REDACTED]

Sent from my iPhone

On Feb 21, 2022, at 10:03 AM, US Customer Care [REDACTED] wrote:

Good morning, Mr. [REDACTED]

I appreciate your patience.

I'm touching base to seek if the dealership has touched base at this time in regards to your vehicle status. I would like to touch base 02/23 to ensure you're satisfied.

If in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at [REDACTED]

Thank you for your time.

Regards,

[REDACTED] | [REDACTED] [REDACTED]
Phone: [REDACTED] <https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000vj3SM&from=ext>
ref:_00Dj01qsDF_5003Z1MKB54:ref

Date	02/23/2022	Subject	Case 81595652
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	02/23/2022 15:29 PM

Good morning, Mr. [REDACTED]

I appreciate your patience.

I've spoken with Frank at the dealership who mentioned the update on the transmission, I can certainly understand the frustration and as per our previous conversation I would be more than happy to look into compensation of the downtime of the vehicle once it is completed to your satisfaction. I will touch base again 02/25.

If in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at [REDACTED]

Thank you for your time.

Regards,

[REDACTED] | [REDACTED] [REDACTED]
ref:_00Dj01qsDF_5003Z1MKB54:ref

Date	03/04/2022	Subject	Case 81595652
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	03/04/2022 19:35 PM

Good afternoon, Mr. [REDACTED]

I've spoken with Matt who advised your vehicle should be finished today, the service [REDACTED] was giving it the final test drive when I spoke with them. I will touch base 03/08 to confirm your satisfaction.

If in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at [REDACTED]

Thank you for your time.

[REDACTED] | [REDACTED] [REDACTED]
ref:_00Dj01qsDF_5003Z1MKB54:ref

Date	03/08/2022	Subject	Case 81595652
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	03/08/2022 15:26 PM

Good morning, Mr. [REDACTED]

I was looking to touch base with you to confirm the vehicle is back with you and completed to your satisfaction. I will follow up again 03/10 to seek your response.

If in the meantime you have any additional questions/concerns please don't hesitate to email us back or contact me directly at [REDACTED]

Thank you for your time.

[REDACTED] | [REDACTED] [REDACTED]
ref:_00Dj01qsDF_5003Z1MKB54:ref

Date	03/15/2022	Subject	Case 81595652
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	03/15/2022 17:29 PM

Good afternoon, Mr. [REDACTED]

I am sending you this email regarding the closure of your [REDACTED] with FCA [REDACTED] Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your [REDACTED] Number is: [REDACTED]

The FCA [REDACTED] Management telephone number is: [REDACTED]

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a [REDACTED] therefore, you could potentially receive an email or telephone survey. We ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

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

Thank you for your time.

[REDACTED]
[REDACTED] Manager

B54:ref

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.)

Important Information About Your ACH Transfer

[View in Browser](#)

Navy Federal Security Zone 
Email for [REDACTED]
Access XXXXXXXXXXXXXXX53

Account Transaction Notification

Dear [REDACTED],

Navy Federal Credit Union has received your request authorizing a one-time electronic funds transfer as shown below:

From Account: Truist Bank Checking: [REDACTED]

To Account: Navy Federal Consumer Loan: [REDACTED]

Amount: \$269.61

Date to Transfer: 10/20/2021

Electronic funds transfer activity may be viewed or edited via Navy Federal Online® Account Access. Thank you for choosing Navy Federal for your financial needs.

Products & Services

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[Branches & ATMs](#)

[Contact Us](#)



Please do not reply to this email. This email is being sent from:

Navy Federal Credit Union, PO Box [REDACTED], VA [REDACTED]. For contact information, or if you have any questions about this email, please [contact us](#) or call [REDACTED].



Equal Housing Lender | APY= Annual Percentage Yield | APR= Annual Percentage Rate. ©

2015 Navy Federal Credit Union. All rights reserved. Message and data rates may apply. [Terms and Conditions](#) are available. **NFCU 33498-A (7-15)**



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New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year		Brand	
Body	RUES53	Vehicle		PINNACLE	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/10/2022	CAIR Type	Regular	Status	Closed
Close Date	04/05/2022	Origin	Social	Reason	
Mileage	22,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer	MC				
Customer Address	901 RAVEN CLAW CT DE PERE				
				541157746019	USA
Dealer				Dealer Phone	
Dealer Address	2701 W COLLEGE AVE APPLETON				
				54914 2916	USA
Dealer Zone	M	Sales District		Service District	J
Subject	Stalling at high speeds				
Synopsis	Vehicle repaired and returned back to customer. No further contact from customer. File closed.				
Customer Anomaly	Drivability Stalling				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	9	Vehicle Stalling
Reason Code	Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/10/2022 08:23 PM	Open
01/26/2022 08:28 PM	Suspended
02/01/2022 05:03 AM	Open
02/14/2022 PM	Suspended
02/21/2022 05:03 AM	Open
02/21/2022 PM	Suspended
02/28/2022 05:01 AM	Open
04/05/2022 05:07 PM	Closed

Initial Description

"I have experienced the loss of power / service charging system error that others have and similarly this happened while my wife and children were in the middle lane on a busy 70 mph interstate and struggled to reach the shoulder without power and getting hit by other drivers who had no idea why she was 'driving' the way she was and shared non-verbal feedback correspondingly. I had the vehicle towed at my cost to my local dealer in () () affiliate) and am already in a situation where I am being communicated no loaner vehicle is available and they will do their best to find the issue but were not overly confident and not empathetic to the situation or the issue this scenario placed my family in which has left me as a very agitated state. My last 5 vehicles purchased have been Chrysler (Stellantis) products with my garage currently containing a Jeep Grand Cherokee () and the Pacifica Hybrid () but if something does not change on my current experience very quickly I can guarantee my next five vehicles will not be your products and will go out of my way to share the reasons with all and any who inquire as to why. I have been a very strong ambassador of your brands but this experience is currently flushing two decades of good will rapidly."

Case Comments

Date	Comment
01/10/2022	Customer seeking assistance with: Vehicle Stalling at high speeds. Customer expecting: Technical Assistance Agent advised will escalate to the case manager. Follow up will occur within 1 business day by COB customer time. VIN: () () Vehicle Mileage: 22,000 miles Full Name: () () Preferred phone number: () Email address: () Dealer Name and Address: () of ()
01/11/2022	*****VEHICLE QUALIFIER***** Original Owner: Yes Mileage: 22,000 Vehicle purchase loyalty: (1) new, (1) used Multiple Repairs/Previous related repairs: No Mechanical MIP plans: None STAR case(s): (1) OPEN STAR case: Case () Created On: 1/10/2022, Dealer Code: 60417, mileage: 22,834 Initial Concern: driving vehicle switched from engine mode to battery mode lost all power multiple lights lit up on dash Issue/complaint: Vehicle Stalling at high speeds "I have experienced the loss of power / service charging system error that others have and similarly this happened while my wife and children were in the middle lane on a busy 70 mph interstate and struggled to reach the shoulder without power and getting hit by other drivers who had no idea why she was 'driving' the way she was and shared non-verbal feedback correspondingly. I had the vehicle towed at my cost to my local dealer in () () affiliate) and am already in a situation where I am being communicated no loaner vehicle is available and they will do their best to find the issue but were not overly confident and not empathetic to the situation or the issue this scenario placed my family in which has left me as a very agitated state.
01/11/2022	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM () () , DEALER CODE: 60417 [Email () MC () MR544157 - () Case () Email sent to () as follows: Upon research I found open STAR case () Is there an update at this time and if yes, what shall I advise the customer?
01/11/2022	*****Unable to Task () due to assigned user being the previous ()
01/11/2022	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM () () , DEALER CODE: 60417 [Email () MC () MR544157 - () Case () Writer asked if () available and was advised per Reception that () is no longer with the dealership and () Rosas is the new () Writer was transferred to his VM. Writer left customers name, last (8) of VIN, case number and request for a return call at () advising writer found open STAR case () and inquired if update available.
01/11/2022	*****OUTBOUND CUSTOMER CONTACT***** Case () C () Reconfirm email: () Writer attempted to contact customer, however, customer was not available. Writer left VM for a return call at () extension ()
01/11/2022	*****Unable to Task () due to assigned user not with dealership.
01/13/2022	*****INBOUND CUSTOMER CONTACT***** Case () C () Reconfirm email: () VM left on 01/12 Customer requesting call back.
01/13/2022	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM () () , DEALER CODE: 60417 [Email () MC () MR544157 - () Case () Writer attempted to contact Dealer, () however, not available and will contact writer at 2:30 pm. Writer left customers name, last (8) of VIN, case number and request for a return call at ()
01/14/2022	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM () () , DEALER CODE: 60417 [Email () MC () MR544157 - () Case () apologized for not contacting writer back. () advised the Tech has more testing to do for STAR regarding engine mode to battery mode. () advised the vehicle had multiple codes early on. () advised so far the Tech has not been able to re-duplicate things. () advised the customer is currently in a Pacifica loaner vehicle. () agreed to be emailed for update Tuesday.
01/14/2022	*****OUTBOUND CUSTOMER CONTACT***** Case () C () best# () Reconfirmed email: () Customer was advised () working with STAR engineering whos having the Tech do some tests on the vehicle. Customer was advised writer will be contacting the () on Tuesday to see if update available. Customer advised the () took his car home and did not ask his permission in the beginning but had spoken with them and everything okay. Customer advised the () has him in a loaner vehicle now. Customer advised his wife is not confident her vehicle is safe due to it shutting down in the middle lane of the highway while driving.

Date	Comment
01/18/2022	****Outbound Dealer Contact**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 60417 [Email [REDACTED] MC [REDACTED]] reached out to the dealership to speak with [REDACTED] to see if there was any updates from STAR or if the Tech has been able to duplicate the customers issues. [REDACTED] spoke with [REDACTED] and was advised that tech is still working to duplicate the issue.
01/20/2022	****OUTBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 60417 [Email [REDACTED] MC [REDACTED]] as follows: I reviewed open STAR case #102036628 and last entry from STAR was on Jan. 14 advising Engineering is working on the POE15 concern. Is there any update at this time?
01/20/2022	****OUTBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 60417 [Email [REDACTED] MC [REDACTED]] was advised writer reviewed open STAR case #102036628 (RO#241406) and last entry from STAR was on Jan. 14 advising Engineering is working on the POE15 concern. [REDACTED] advised no update at this time and engineering working on a solution.
01/20/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available. Writer left VM per [REDACTED] that engineering is currently working on a solution regarding your [REDACTED]
01/24/2022	****Unable to Task [REDACTED] due to assigned user not with dealership.
01/24/2022	****OUTBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 60417 [Email [REDACTED] MC [REDACTED]] as follows: Are there parts ordered for this vehicle, if yes and parts are back ordered can you let me know the part numbers?
01/24/2022	****INBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email received from [REDACTED] as follows: Yes, nothing at this time. Star engineering told us to park the vehicle and they are working on a fix for it.
01/24/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available. Writer left VM per [REDACTED] that engineering is working on a solution regarding your [REDACTED]
01/26/2022	****OUTBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 60417 [Email [REDACTED] MC [REDACTED]] was advised writer reviewed open STAR and which is recommending to replace the HV cables from the ECH to the Battery Pack. Writer inquired if parts ordered. [REDACTED] advised DLR has ordered Part#: 68233556AB, Special Order#: 005673 and ETA is currently Jan. 31.
01/26/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available. Writer left VM advising DLR working with engineering who recommended DLR order a part for your [REDACTED] Writer left VM advising part ETA to DLR early next week subject to change. Writer left VM advising writer will keep an eye on the part and provide updates as they become available.
02/02/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available, and unable to leave VM due to mailbox full.
02/04/2022	****OUTBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 60417 [Email [REDACTED] MC [REDACTED]] advised cable came in and did not fix the vehicle. [REDACTED] advised another part, P/N: 68438720AA is pending order and no order number at this time.
02/08/2022	****OUTBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 60417 [Email [REDACTED] MC [REDACTED]] as follows: Is there an update for this vehicle and if yes, are there any back ordered part concerns? If so, can you let me know what the part number is?
02/08/2022	****Unable to TASK [REDACTED] due to assigned user no longer with the dealership.
02/08/2022	****BACKORDERED PARTS**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 60417 [Email [REDACTED] MC [REDACTED]] advised the following part information: Part: ELECTRIC COOLANT Part number: 68438720AA Order number: 05843S Order type: VOR ETA: 3/30/2022 Rental: Yes by DLR
02/08/2022	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA (CHKS).]
02/08/2022	***** PART [REDACTED] E ***** DEALER : 60417 ORDER NUMBER : \$05843 (VOR) - PART NUMBER : 68438720AA- ELECTRIC COOLANT HEATER NO CURR PROMDATE - ETA to DEALER will be provided, once available. *****END OF [REDACTED] E*****
02/10/2022	****INBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] VM left on 02/10 Customer advised 3/16 is the Part ETA and been without car since Jan. 08. Customer advised considering [REDACTED] disappointed spending lots of money for the vehicle including extended warranties and B/O part. Customer requested call back: [REDACTED]
02/10/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available, and unable to leave VM due to mailbox full.
02/14/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available. Writer left VM advising we are working with the part supplier to obtain the ELECTRIC COOLANT HEATER. Currently we do not have an ETA to the dealership. I will contact you one week from today with update.
02/15/2022	***** PART [REDACTED] E ***** DEALER : 60417 ORDER NUMBER : \$05843 (VOR) - PART NUMBER : 68438720AA- ELECTRIC COOLANT HEATER NO CURR PROMDATE - ETA to DEALER will be provided, once available. *****END OF [REDACTED] E*****
02/21/2022	***** PART [REDACTED] E ***** DEALER : 60417 ORDER NUMBER : \$05843 (VOR) - PART NUMBER : 68438720AA- ELECTRIC COOLANT HEATER Tentative ETA to DEALER Late February - Early [REDACTED] - Subject to change - REL to PDC on 2/18 *****END OF [REDACTED] E*****
02/21/2022	****INBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] VM left on 02/18. Customer requesting callback.
02/21/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available. Writer left VM advising we are working with the part supplier to obtain the ELECTRIC COOLANT HEATER. Current ETA, to the dealership late February - early [REDACTED] - Subject to change. I will contact you one week from today with update.
02/25/2022	***** PART [REDACTED] E ***** DEALER : 60417 ORDER NUMBER : \$05843 (VOR) - PART NUMBER : 68438720AA- ELECTRIC COOLANT HEATER UPS TRACKING# [REDACTED] - Estimated delivery Monday, February 28 by 10:30 B/O Parts Task Completed. Please follow up with the Dealer to confirm part has been delivered. If further assistance is needed, complete a part order detail and assign a new task to [REDACTED] Parts Pod. *****END OF [REDACTED] E*****
02/26/2022	System Update:[OMC# 87077817 Order# \$05843 FOR PN: 68438720AA IS RESOLVED]
03/02/2022	****OUTBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 6 [REDACTED] 00/Email [REDACTED] MCAELA [REDACTED] Writer attempted to contact Dealer, Service Department however, no one available. Writer left VM with [REDACTED] providing customers name, and last (8) of VIN requesting return call at [REDACTED] inquiring on repair status on vehicle.
03/02/2022	****OUTBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 6 [REDACTED] 00/Email [REDACTED] MCAELA [REDACTED] as follows: Is there a repair status for this vehicle and if yes, has the vehicle been repaired and returned back to the customer?
03/02/2022	****INBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email received from [REDACTED], Dealer Code: 6 [REDACTED] 00/Email [REDACTED] MC [REDACTED] advised vehicle is repaired however, DLR making sure everything is okay before returning it back to the customer. [REDACTED] advised DLR expects to return vehicle back to the customer by Friday. [REDACTED] advised customer has been in a rental the whole time.
03/03/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available. Writer left VM advising per DLR your vehicle is repaired however, they want to make sure everything is okay before returning it back to you. Writer left VM per DLR that they expect to return vehicle back to you by Friday. Writer left VM for a return call at [REDACTED] if needed.
03/07/2022	****OUTBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email sent to [REDACTED], Dealer Code: 6 [REDACTED] 00/Email [REDACTED] MCAELA [REDACTED] as follows: Has this vehicle been repaired and returned back to the customer.
03/07/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available. Writer left VM advising writer was not able to reach anyone at the dealership to see if your vehicle was repair and returned back to you. Writer left VM for a return call at [REDACTED] inquiring if vehicle was returned back to him.
03/08/2022	****INBOUND DEALERSHIP CONTACT**** Case [REDACTED] Email received from [REDACTED], Dealer Code: 6 [REDACTED] 00/Email [REDACTED] MCAELA [REDACTED] as follows: Yes.
03/08/2022	***INBOUND CUSTOMER CALL Customer states he is currently at the dealership. The vehicle is broken down again, and Customer is trying to get a rental or loaner. DLR is advising him they do not have one. Customer is extremely frustrated and is seeking a call back from his CM as soon as possible at [REDACTED]
03/09/2022	****INBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] Reconfirmed email: [REDACTED] VM left on 03/08. Customer advised they got the vehicle back and it failed on the highway with wife almost getting crushed by a semi. Customer advised he would like a call back and had called earlier. Customer advised he wants a vehicle that will fit his family in. Customer advised they dont have any available and wont have any available. Customer advised again it seems like he will be without his vehicle for an extended period of time.

Date	Comment
	****OUTBOUND DEALERSHIP CONTACT**** BERGSTROM [REDACTED], DEALER CODE: 6 [REDACTED] 00/Email [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] [REDACTED] advised his dealership has the customer in one of their loaner vehicles. [REDACTED] advised the customer loaner vehicle do not come with vehicle purchase and they are a courtesy that DLR may offer to its customers. [REDACTED] advised the customers Dad has been slamming his dealership on Facebook. [REDACTED] asked the customer if he could have his dad delete his Facebook comments. [REDACTED] advised customer thinks his dealership is threatening him. [REDACTED] advised the customer they are working with STAR engineering and are doing the best that they can. [REDACTED] advised right now the DLR is waiting for next step from STAR engineering. [REDACTED] advised the customer has been demanding and disrespectful to his staff. [REDACTED] advised customer demanding the GM contact him. [REDACTED] advised the GM has been in meetings and is going to contact the customer today.
	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] [REDACTED] best# [REDACTED] H [REDACTED] Reconfirmed email: [REDACTED] Customer advised he is at the airport. Customer advised the DLR contacted him regarding the comments his dad posted on the internet and wanted them removed. Customer advised his dad is a war vet and is free to post whatever he wants. Customer advised he is going to have his vehicle towed to [REDACTED] in Appleton and [REDACTED] told him they will look at his vehicle when it gets on the lot. Customer advised his wife is going to return the Bergstroms loaner vehicle to them today. Customer was advised writer will contact the [REDACTED] DLR on Friday for update.
03/11/2022	****OUTBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] [REDACTED] advised vehicle is at dealership, Tech has opened a STAR case and working with STAR. [REDACTED] advised RRTs performed on vehicle and DLR is currently waiting for next steps from STAR.
03/11/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] [REDACTED] best# [REDACTED] H [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available. Writer left VM advising the [REDACTED] dealership is waiting for next steps from STAR engineering. Writer advised will be contacting DLR on Tuesday for update. Writer left VM for a return call at [REDACTED] if needed.
03/15/2022	****OUTBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] [REDACTED] advised they got vehicle to act up and there was a code for the RRT and the RRT was performed on the vehicle. [REDACTED] advised DLR is waiting for code to return on the vehicle. [REDACTED] advised DLR keeping vehicle for now to see if it will act up. [REDACTED] advised customer is in one of their rentals. [REDACTED] advised customer is going on vacation on Thursday and was advised by DLR their rental cannot go out of State.
03/15/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] [REDACTED] best# [REDACTED] H [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available. Writer left VM advising vehicle had a code for an RRT on the vehicle which was completed by the DLR. Writer left VM advising per DLR they are currently waiting for a code and for your vehicle to act up. Writer left VM for a return call at [REDACTED] if needed.
03/17/2022	****OUTBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] Writer attempted to contact Dealer, [REDACTED] however, not available. Writer left customers name, last (8) of VN, case number and request for a return call at [REDACTED] inquiring if his dealership was able to get the vehicle to act up after performing the RRT on it and if vehicle was returned back to the customer.
03/18/2022	****INBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] [REDACTED] advised STAR authorized transmission replacement, transmission is at the dealership and Technician is working on the vehicle today. [REDACTED] advised vehicle is expected to be repaired early next week. [REDACTED] advised the customer returned the rental car as they are leaving out of town and renting a vehicle on their own.
03/18/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] [REDACTED] best# [REDACTED] H [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, customer was not available. Writer left VM advising per [REDACTED] that engineering authorized transmission replacement, transmission is at the dealership and Technician is working on the vehicle today. Writer left VM advising vehicle is expected to be repaired early next week. Writer left VM for a return call at [REDACTED] if needed.
03/22/2022	****OUTBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] Email sent to [REDACTED] as follows: Is there a transmission repair update available for this vehicle?
03/22/2022	****INBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] Email received from [REDACTED] as follows: Trans is here and being worked on hoping to be done this week.
03/22/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] [REDACTED] best# [REDACTED] H [REDACTED] Reconfirmed email: [REDACTED] Writer attempted to contact customer, however, phone rang, and was then disconnected.
03/24/2022	****OUTBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] Email sent to [REDACTED] as follows: Is this vehicle currently under repairs?
03/24/2022	****INBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] Email received from [REDACTED] as follows: Should be done Fri They picking it up Monday
03/28/2022	****OUTBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] Email sent to [REDACTED] as follows: Has the customers vehicle been repaired and returned back to them?
03/28/2022	****INBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] Email received from [REDACTED] as follows: Picking up late today or tomorrow
04/01/2022	****OUTBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] Email sent to [REDACTED] as follows: Did the customer pick up her vehicle?
04/01/2022	****INBOUND DEALERSHIP CONTACT**** [REDACTED] Jeep Ram, DEALER CODE: [REDACTED] MC [REDACTED] MR544157 - [REDACTED] H [REDACTED] Case [REDACTED] Email received from [REDACTED] as follows: ALL PICKED UP WTH 23535 MILES
04/01/2022	****OUTBOUND CUSTOMER CONTACT**** Case [REDACTED] C [REDACTED] [REDACTED] best# [REDACTED] H [REDACTED] Reconfirmed email: [REDACTED] CS attempted to contact customer, however, customer was not available. CS left VM similar to the following: Hello [REDACTED] this is [REDACTED] with [REDACTED] Case Management calling in regard to case [REDACTED] Im calling because the [REDACTED] of the [REDACTED] dealership has told me your vehicle has been repaired and returned to you and I wanted to find out if everything is okay. If everything is okay, there is no need for you to call me back. If I dont hear back from you within two business days you file will close with the assumption everything is fine. If you do need to contact me, please contact me at [REDACTED]

Email(s)

Date	01/11/2022	Subject	
From		To	
		Sent Date/Time	01/11/2022 20:58 PM
Hello			
My name is and I have been assigned as your Case Specialist. Here is some information that will be helpful for you to have:			
Your case number is			
The Case Management telephone number is:			
My extension is:			
Sincerely,			
Senior Case Management Specialist			
Phone: Ext.			
ref_00Dj01qsDF_5003Z1MKFTO:ref			

Date	01/11/2022	Subject	Re:
From	[REDACTED]	To	[REDACTED]
Sent Date/Time	01/11/2022 21:10 PM		

Thank you for the information and contact detail. Assume you have specific hours in terms of availability?

Thank you,

On Tue, Jan 11, 2022 at 2:58 PM Chrysler Customer Care <

wrote:

> Hello

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

> Your case number is

> The Chrysler Case Management telephone number is:

> My extension is:

> Sincerely,

> Senior Case Management Specialist

> Phone: Ext.

> ref:_00Dj01qsDF_5003Z1MKFTO:ref

Date	01/18/2022	Subject	
From		To	
		Sent Date/Time	01/18/2022 22:27 PM

Hello

The Service advised the Technician is trying to get your vehicle to act up for them. I will contact the dealership on Thursday to see if update available.

Senior Case Management Specialist
Phone: Ext.
ref:_00Dj01qsDF_5003Z1MKFTO:ref

Date	02/04/2022	Subject	
From		To	
		Sent Date/Time	02/04/2022 15:10 PM

Hello

The dealership advised the HV cables were replaced and did not resolve your vehicles issue. The dealership is working with engineering for next steps. I will update you as information becomes available.

Senior Case Management Specialist
Phone: Ext.
ref:_00Dj01qsDF_5003Z1MKFTO:ref

Date	02/08/2022	Subject	
From		To	
		Sent Date/Time	02/08/2022 17:51 PM

Hello

The Bergstrom Chrysler dealership is working with engineering and has ordered an electric coolant heater for your vehicle. I will update you when estimated time of arrival for the part to the dealership is available.

Senior Case Management Specialist
Phone: Ext.
ref:_00Dj01qsDF_5003Z1MKFTO:ref

Date	02/28/2022	Subject	RE:
From		To	
		Sent Date/Time	02/28/2022 23:45 PM

Good Evening

I am happy to advise you that the parts arrived at the dealer today. I will follow up with yourself and the dealer to ensure that the repairs have been completed

----- Original Message -----
From: Chrysler Customer Care
Sent: 2/8/2022 12:51 PM
To:
Subject:

Hello

The Bergstrom Chrysler dealership is working with engineering and has ordered an electric coolant heater for your vehicle. I will update you when estimated time of arrival for the part to the dealership is available.

Senior Case Management Specialist
Phone: Ext.
ref:_00Dj01qsDF_5003Z1MKFTO:ref

Date	03/24/2022	Subject	
From		To	
		Sent Date/Time	03/24/2022 20:57 PM

Hello

I am currently waiting to hear back from the dealership regarding repair update on your vehicle. I will contact back when information becomes available.

Senior Case Management Specialist
Phone: Ext.
ref:_00Dj01qsDF_5003Z1MKFTO:ref

Date	03/24/2022	Subject	
From		To	
		Sent Date/Time	03/24/2022 22:27 PM

Hello [REDACTED]

The [REDACTED] dealership is expecting to have your vehicle repaired on Friday however, no time line available.

[REDACTED]
Senior Case Management Specialist
Phone: [REDACTED] Ext. 3020198
ref._00Dj01qsDF._5003Z1MKFTO:ref

Date	03/24/2022	Subject	Re:
From	[REDACTED]	To	[REDACTED]
Sent Date/Time			03/24/2022 23:30 PM

Thank you for the update!

[REDACTED]

On Thu, Mar 24, 2022 at 5:27 PM [REDACTED] Customer Care <[REDACTED]> wrote:

> Hello [REDACTED]
>
> The [REDACTED] dealership is expecting to have your vehicle repaired
> on Friday however, no time line available.
>
>
> [REDACTED]
> Senior Case Management Specialist
> Phone: [REDACTED] Ext. 3020198
>
> ref._00Dj01qsDF._5003Z1MKFTO:ref
>

Date	03/28/2022	Subject	
From	[REDACTED]	To	[REDACTED]
Sent Date/Time			03/28/2022 16:16 PM

Hello [REDACTED]

The [REDACTED] dealership advised your vehicle is ready to be picked up. Will you be picking it up today?

[REDACTED]
Senior Case Management Specialist
Phone: [REDACTED] Ext. 3020198
ref._00Dj01qsDF._5003Z1MKFTO:ref

Date	03/28/2022	Subject	Re:
From	[REDACTED]	To	[REDACTED]
Sent Date/Time			03/28/2022 17:40 PM

Yes - [REDACTED] and I will be heading down to [REDACTED] around 4:30 after she is done with work. Will share and let you know how it goes.

Thanks!

[REDACTED]

On Mon, Mar 28, 2022 at 11:16 AM [REDACTED] Customer Care <[REDACTED]> wrote:

> Hello [REDACTED]
>
> The [REDACTED] dealership advised your vehicle is ready to be picked
> up. Will you be picking it up today?
>
> [REDACTED]
> Senior Case Management Specialist
> Phone: [REDACTED] Ext. 3020198
>
> ref._00Dj01qsDF._5003Z1MKFTO:ref
>

Date	03/30/2022	Subject	
From	[REDACTED]	To	[REDACTED]
Sent Date/Time			03/30/2022 15:08 PM

Hello [REDACTED]

Were you able to pick up your [REDACTED] from the dealership?

[REDACTED]
Senior Case Management Specialist
Phone: [REDACTED] Ext. 3020198
ref._00Dj01qsDF._5003Z1MKFTO:ref

Date	04/01/2022	Subject	
From	[REDACTED]	To	[REDACTED]
Sent Date/Time			04/01/2022 18:51 PM

Hello [REDACTED]

I followed up with the [REDACTED] dealership and was told your vehicle has been repaired and returned to you. I wanted to check to see if everything is okay. If everything is okay, there is no need for you to contact me back. If I don't hear back from you within two business days your file will close with the assumption everything is fine. If you do need to contact me, please contact me at [REDACTED] extension 3020198.

Thank you.

[REDACTED]
Senior Case Management Specialist
Phone: [REDACTED] Ext. 3020198
ref._00Dj01qsDF._5003Z1MKFTO:ref

Date	04/05/2022	Subject	
From	[REDACTED]	To	[REDACTED]
Sent Date/Time			04/05/2022 17:06 PM

Hello [REDACTED]

I am sending you this email regarding the closure of Case #81598913 with Chrysler Case Management.

Thank you for allowing Chrysler Customer Care the opportunity to address your concern. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may open a new case with you. Thank you for your time and participation and for being a Chrysler customer.

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

[REDACTED]
Senior Case Management Specialist
Phone: [REDACTED] Ext. 3020198
ref:_00Dj01qsDF_5003Z1MKFTQ:ref

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)# 81601789

VIN		Model Year	2021	Brand	CHR
Body		V	CHR P	HYBRID TOURING L	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/10/2022	CAIR Type	Regular	Status	Closed
Close Date	02/08/2022	Origin	Telephone	Reason	
Mileage	14,672 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Pounding mill	Caller Country	USA	Caller Postal Code	
Customer	BR				
Customer Address	143 DOVE ST				
	POUNDING MLL	VA		9	USA
Dealer	26834	CHR	DODGE JEEP RAM	Dealer Phone	
Dealer Address					
	ABINGDON	VA		24211 6932	USA
Dealer Zone	Md	Sales District		Service District	Q
Subject	concern> ST				
Synopsis	Electric Cooler Heater on b.o.- 2 repair attempts, 34 days down @14,672 miles. & 96909.				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With		Customer Anomaly	9
					Stalling
Reason Code	Sales - Complaint - Product - concern - Additional details				

Case Status History

Create Date	Status
01/10/2022 11:25 PM	Open
01/10/2022 11:32 PM	Closed
01/10/2022 11:32 PM	Open
02/08/2022 03:45 AM	Closed

Initial Description

customer stated the is at the dealer since dec. 30

Case Comments

Date	Comment
01/10/2022	customer stated the is at the dealer since dec. 30. customer stated that he doesn't feel safe in the and is inquiring if there is any assistance with the repair while down at the dealer
01/11/2022	*****BC 35 REVIEW***** In-Service Date: 5/31/2021 Original Owner: yes Mileage: (per VIP) purchase Loyalty: 3 new, 3 used Multiple Repairs/ Previous related repairs: MIP plans: no Basic expires: 29 Months or 21,328 Miles-May 31, 2024 Powertrain expires: 52 Months or 45,328 Miles-May 31, 2026 Open Recalls: no LS: 536 CC: 15 *****
01/11/2022	*****OUTBOUND CALL DLR***** CDJR SA stated the customer broke down shut off on her would not start, stated is involve don this one. stated he just sent summary to AM seeking help that, stated at 18miles had to put new transmission in as wrong was put in from factory; the 2nd time similar transmission code and RRTs were done, they kept it for few days as had to discharge and charge the battery a few times. stated now they have an EVP battery pack coolant a code but dont know the cause, they will be opening and he reached out to AM. stated the customer is in a rental at dealer cost. *****EMAIL FROM DLR***** VIN# Current mileage :14,672 First claim at 18 miles. Transmission replacement for p0a2c-00 (wrong trans from factory) 41 days down 95123- Second claim at 11,599 miles. No start condition and open recall y26. Third time in with p0a43-00 Driver motor "A" position circuit. Kept 7 days performing RRT's to charge and discharge multiple times. 96909- Fourth and current with mileage of 14,672. Current DTC p0e15-00 battery pack coolant heater "A". I should be able to get a STAR case started on it this week. *****END OF EMAIL*****
01/11/2022	** OUTBOUND CUSTOMER CALL ** 2021 CHR P HYBRID TOURING L BR called customer for first contact. left first customer contact VM message. The mail box is full and would not accept messages.
01/11/2022	Sent email as well.
01/11/2022	Customer called in she doesn't want this any longer but would consider a replacement Customer is looking for a Replacement vs/ Repurchase Customer just advised that she is done with the hybrid part, advised that this is our Flagship which we are very proud of and has the most bells and whistles and will one day become our autonomous self driving of the future.
01/11/2022	Repair Orders attached to case notes
01/12/2022	T2940LM has escalated case to external system with name ES-76716. Case was escalated successfully.
01/12/2022	Escalated to ECS
01/12/2022	Email sent to AM and . Repairs have been reviewed, Stellantis will not be considering proactive repurchase or replacement at this time. We will however continue to work within the terms of warranty and the ECS team has been advised. Requested part numbers when they have been ordered. Expediting parts team will be standing by to assist.
01/14/2022	Star case has been opened. Case #102038399
01/14/2022	Email sent to for part information.
01/14/2022	Rich emailed: No STAR recommended that the be parked outside. They said it is a widespread issue and we have to wait for a fix
01/18/2022	Dealer is still waiting for STAR to advise.
01/21/2022	Request sent to Parts Team for assistance 68438720AA Electric Coolant Heater Order : SHORT Special ETA: Dealer: 26834
01/21/2022	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS).]
01/24/2022	** OUTBOUND CUSTOMER CALL ** 2021 CHR P HYBRID TOURING L BR attempted to contact customer . The mailbox is full and will not accept messages at this time. was not able to contact customer for 2nd attempt.
01/27/2022	This number called in. Didn't leave a message. Doing a search, it looks like is associated.
01/27/2022	** OUTBOUND CALL ** Cm called customer back. Advised of the part delay. Customer is thinking of trade assist out of this explained that she would need to speak with sales person. We would need the permission of the Dealership to go forward and Cm will call and speak with Sales Manager or GM. Advised of the Incentive's number if customer is going shopping. Also advised that once her is repaired it will have more value in a trade as well. Customer stated that she is in a loaner and she is now terrified of a hybrid car at this time. She knows it is the way of the future, but it stalled on her on the highway and she thinks technology should be around longer for her to feel confident. Customer is looking into a Jeep product.
01/27/2022	** OUTBOUND DEALER CALL ** BLUEBRIDGE spoke to General Sales Manager Tom to talk about the option of using and accepting a trade certificate. And other options. Tom has questions and he is not sure he would want to put anyone else into this as it has had troubles from the first start. The customers are gems to work with . Tom wants to know can the wholesale traded Or does it have to be retail? If the customer wants to purchase does it have to be a new or can it be a used as well?
01/28/2022	Dealer requested update on the parts.
01/31/2022	** INBOUND CUSTOMER EMAIL ** I would like to start a buy back on my pacifica. Its been out of service since December 30,2021. Under Virginia lemon laws i only need 30 days. Im currently at 32 and waiting. I will be making phone calls to reach everyone by the end of the day! It only makes sense financially to follow up with a complete buy back vs trade assistance.
01/31/2022	Email sent to AM, and TL.

Date	Comment
02/01/2022	Email sent to AM, CRM, WF for review.
02/01/2022	Parts have been released from airport. ETA to receiving and shipping is approx a week.
02/03/2022	Template submitted
02/03/2022	** OUTBOUND CALL ** [REDACTED] I [REDACTED] CM spoke to customer who advised that either way it goes customer stated she wanted to go the repurchase route. She does however, want to stay within the Chrysler Jeep family as she is looking into repurchasing a Jeep Cherokee or Wrangler. CM advised customer that we do have other options available as well, should the customer want to consider other options. At this time, the customer wants to go this route.
02/03/2022	Email sent to AM and SM Rick: Hi [REDACTED] and [REDACTED]? I just spoke to [REDACTED] [REDACTED]? she still is looking into the repurchase avenue even though she stated the once this is all said and done, she would like to stay within the New Jeep Wrangler or Grand Cherokee as her next new vehicle.? Also, she just asked if I could help get in a door that is on b.o.??? She said her [REDACTED] is in the bodyshop.? Are there other parts that are on order for this customer before I have to close my case for the repurchase team to take over???
02/03/2022	Door Order number SHORT1. PN Order number SHORT1. PN 68185690AMETA: 3/3/2022
02/03/2022	Asked DLR to upgrade the order to VOR.
02/03/2022	VOR submitted for independent repair facility
02/04/2022	Template submitted and approved. Waiting for part to arrive to close.
02/08	[REDACTED] on b.o.- 2 repair attempts, 41 days down @14,672 miles. [REDACTED] & 96909. Customer was adamant wanting repurchase. Template approved.

Email(s)

Date	01/11/2022	Subject	[REDACTED] CHRYSLER PACIFICA HYBRID TOURING L		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	01/11/2022 16:44 PM
Case#	[REDACTED]				
Good	[REDACTED]				
My name is [REDACTED] and I'm a Customer Resolution Specialist with [REDACTED], or what is now formerly known as Fiat Chrysler Automobiles (FCA). Your case was escalated up to my department for review and I have assumed ownership of your case.					
I wanted to send you a follow-up e-mail, so you had my direct contact information; as I will be working with you for the duration of your case. My role as a Case [REDACTED] is to look into different options on how to assist the owner.					
Our office hours are Monday - Friday between 9:00am - 6:00pm Eastern time. If you have any questions in the meantime, please don't hesitate to contact me back. My phone number is [REDACTED] or you can reply directly to this e-mail to reach me. My direct phone number is listed below as well.					
Best Wishes,					
[REDACTED] Customer Retention Specialist					
[REDACTED]					
ref:_00Dj01qsDF_5003Z1MKJIO:ref					

Date	01/31/2022	Subject	Re: [REDACTED] CHRYSLER PACIFICA HYBRID TOURING L
From	[REDACTED]	To	[REDACTED]
Sent Date/Time	01/31/2022 16:55 PM		
I would like to start a buyback on my pacifica. Its been out of service since December 30 [REDACTED] Under Virginia lemon laws i only need 30 days. Im currently at 32 and waiting. I will be making phone calls to reach everyone by the end of the day! It only makes sense financially to follow up with a complete buyback vs trade assistance.			
Sent from myiPhone			
> On Jan 11, 2022, at 11:44 AM, US Customer Care [REDACTED] wrote:			
>			
> Case# [REDACTED]			
>			
> Good [REDACTED]			
>			
> My name is [REDACTED] and I'm a Customer Resolution Specialist with [REDACTED], or what is now formerly known as Fiat Chrysler Automobiles (FCA).			
> Your case was escalated up to my department for review and I have assumed ownership of your case.			
>			
> I wanted to send you a follow-up e-mail, so you had my direct contact information; as I will be working with you for the duration of your case.			
> My role as a Case [REDACTED] is to look into different options on how to assist the owner.			
>			
> Our office hours are Monday - Friday between 9:00am - 6:00pm Eastern time.			
> If you have any questions in the meantime, please don't hesitate to contact me back.			
> My phone number is [REDACTED] or you can reply directly to this e-mail to reach me.			
> My direct phone number is listed below as well.			
>			
> Best Wishes,			
>			
> [REDACTED] Customer Retention Specialist			
>			
>			
> ref:_00Dj01qsDF_5003Z1MKJIO:ref			

Date	01/31/2022	Subject	Re: [REDACTED] CHRYSLER PACIFICA HYBRID TOURING L
From	[REDACTED]	To	[REDACTED]
Sent Date/Time	01/31/2022 17:08 PM		

Good Afternoon Caitlin,

I have received your email request, I have also informed all the parties involved.

We have started the preliminary process for you. It appears the part we need is being held at an out of country Airport, causing even more delays. It is our sincere apology this untimely delay.

Best Wishes,

Customer Retention Specialist

1-800-654-2486

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

From: caitlin mccall

Sent: 1/31/2022 11:55 AM

To:

Subject: Re: LER PACIFICA HYBRID TOURING L

I would like to start a buyback on my pacifica. Its been out of service since December 30,2021. Under Virginia lemon laws i only need 30 days. Im currently at 32 and waiting. I will be making phone calls to reach everyone by the end of the day! It only makes sense financially to follow up with a complete buy back vs trade assistance.

Sent from my iPhone

> On Jan 11, 2022, at 11:44 AM, US Customer Care wrote:

> Case# 81601789

> Good

> My name is and I'm a Customer Resolution Specialist with , or what is now formerly known as Fiat Chrysler Automobiles (FCA).

> Your case was escalated up to my department for review and I have assumed ownership of your case.

> I wanted to send you a follow-up e-mail, so you had my direct contact information; as I will be working with you for the duration of your case.

> My role as a Case Manager is to look into different options on how to assist the owner.

> Our office hours are Monday - Friday between 9:00am - 6:00pm Eastern time.

> If you have any questions in the meantime, please don't hesitate to contact me back.

> My phone number is or you can reply directly to this e-mail to reach me.

> My direct phone number is listed below as well.

> Best Wishes,

> Customer Retention Specialist

> 1-800-654-2486

> ref:_00Dj01qsDF_5003Z1MKJIO:ref

Date	01/31/2022	Subject	Re: LER PACIFICA HYBRID TOURING L
From		To	Sent Date/Time 01/31/2022 17:13 PM

Thank you so much for the quick response. While this may be an unfortunate event I appreciate the quick response. If you need any information on my end let me know. I also know there is list of things that has to be done. Im unsure of a time frame for this process. Could you give me an estimated time frame on how long the buyback process generally takes?

Sent from myiPhone

> On Jan 31, 2022, at 12:08 PM, US Customer Care [REDACTED] wrote:

>

> Good Afternoon Caitlin,

>

> I have received your email request, I have also informed all the parties involved.

> We have started the preliminary process for you. It appears the part we need is being held at an out of country [REDACTED] causing even more delays. It is our sincere apology this untimely delay.

>

> Best Wishes,

>

> [REDACTED] Customer Retention Specialist

> [REDACTED]

>

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

> From: [REDACTED]

> Sent: 1/31/2022 11:55 AM

> To: [REDACTED]

> Subject: Re: [REDACTED] LER PACIFICA HYBRID TOURING L

>

> I would like to start a buy back on my pacifica. Its been out of service since December 30,2021. Under Virginia lemon laws i only need 30 days. Im currently at [REDACTED] and waiting. I will be making phone calls to reach everyone by the end of the day! It only makes sense financially to follow up with a complete buy back vs trade assistance.

>

> Sent from myiPhone

>

>> On Jan 11, 2022, at 11:44 AM, US Customer Care [REDACTED] wrote:

>>

>> ? Case# 81601789

>>

>> Good Morning,

>>

>> My name is [REDACTED] and I'm a Customer Resolution Specialist with [REDACTED], or what is now formerly known as Fiat Chrysler Automobiles (FCA).

>> Your case was escalated up to my department for review and I have assumed ownership of your case.

>>

>> I wanted to send you a follow-up e-mail, so you had my direct contact information; as I will be working with you for the duration of your case.

>> My role as a Case [REDACTED] is to look into different options on how to assist the owner.

>>

>> Our office hours are Monday - Friday between 9:00am - 6:00pm Eastern time.

>> If you have any questions in the meantime, please don't hesitate to contact me back.

>> My phone number is [REDACTED] or you can reply directly to this e-mail to reach me.

>> My direct phone number is listed below as well.

>>

>> Best Wishes,

>>

>> [REDACTED] Customer Retention Specialist

>> [REDACTED]

>>

>> ref:_00Dj01qsDF_5003Z1MKJIO:ref

>

Date	01/31/2022	Subject	Re: [REDACTED] LER PACIFICA HYBRID TOURING L
From	[REDACTED]	To	[REDACTED] Sent Date/Time 01/31/2022 18:05 PM

The complete process could take up to 6 weeks to 2 months to get to the point of signing over / surrendering your Pacifica. I am not 100 % of the process as I gather the information and get it all started. Then it is handed off to another team that works to get the financial end together. It is a process and I will do my best to help you best I can.

Best Wishes,

Customer Retention Specialist
1-800-654-2486

Original Message

From: [REDACTED]
Sent: 1/31/2022 12:13 PM
To: [REDACTED]
Subject: Re: [REDACTED] LER PACIFICA HYBRID TOURING L

Thank you so much for the quick response. While this may be an unfortunate event I appreciate the quick response. If you need any information on my end let me know. I also know there is list of things that has to be done. Im unsure of a time frame for this process. Could you give me an estimated time frame on how long the buyback process generally takes?

Sent from myiPhone

> On Jan 31, 2022, at 12:08 PM, US Customer Care [REDACTED] wrote:

> Good [REDACTED]

> I have received your email request, I have also informed all the parties involved.

> We have started the preliminary process for you. It appears the part we need is being held at an out of country [REDACTED] causing even more delays. It is our sincere apology this untimely delay.

> Best Wishes,

> Customer Retention Specialist
> 1-800-654-2486

Original Message

> From: [REDACTED]
> Sent: 1/31/2022 11:55 AM
> To: [REDACTED]
> Subject: Re: [REDACTED] LER PACIFICA HYBRID TOURING L

> I would like to start a buyback on my pacifica. Its been out of service since December 30,2021. Under Virginia lemon laws i only need 30 days. Im currently at [REDACTED] and waiting. I will be making phone calls to reach everyone by the end of the day! It only makes sense financially to follow up with a complete buyback vs trade assistance.

> Sent from myiPhone

>> On Jan 11, 2022, at 11:44 AM, US Customer Care [REDACTED] wrote:

>> ? Case# [REDACTED]

>> Good [REDACTED]

>> My name is [REDACTED] and I'm a Customer Resolution Specialist with [REDACTED], or what is now formerly known as Fiat Chrysler Automobiles (FCA).
>> Your case was escalated up to my department for review and I have assumed ownership of your case.

>> I wanted to send you a follow-up e-mail, so you had my direct contact information; as I will be working with you for the duration of your case.
>> My role as a Case [REDACTED] is to look into different options on how to assist the owner.

>> Our office hours are Monday - Friday between 9:00am - 6:00pm Eastern time.

>> If you have any questions in the meantime, please don't hesitate to contact me back.

>> My phone number is [REDACTED] or you can reply directly to this e-mail to reach me.

>> My direct phone number is listed below as well.

>> Best Wishes,

>> Customer Retention Specialist
>> [REDACTED]

>> ref:_00Dj01qsDF_5003Z1MKJIO:ref

Date	02/04/2022	Subject	Re: [REDACTED] LER PACIFICA HYBRID TOURING L
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	02/04/2022 13:53 PM

Thank you for speaking with me yesterday in regards to the repurchase of your 2021 [REDACTED] LER PACIFICA HYBRID TOURING L. As discussed, a new case will be opened with our Reacquired Vehicle Team and your new Case [REDACTED] will be reaching out to you in the next few business days.

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

Repurchase:

A copy of the drivers license of all titled owners

A copy of the vehicle registration

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

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

VIN and dealer location of the replacement vehicle

Return of any loaner/rental vehicles to the dealership within 24 hours

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

I will keep an eye out for your new case to be opened. Once I see that your new case is open, I do have to close our case to allow you to work with your new Case [REDACTED]

However, please feel free to contact me directly anytime you have questions or concerns, at [REDACTED].

Additionally, you may receive a follow up phone call or email, with a brief survey, to share your experience with me.

It has been a pleasure working with you!

Best Wishes,

Customer Retention Specialist

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

From: US Customer Care [REDACTED]
Sent: 1/31/2022 1:05 PM
To: [REDACTED]
Subject: Re: [REDACTED] LER PACIFICA HYBRID TOURING L

The complete process could take up to 6 weeks to 2 months to get to the point of signing over / surrendering your [REDACTED] I am not 100 % of the process as I gather the information and get it all started. Then it is handed off to another team that works to get the financial end together. It is a process and I will do my best to help you best I can.

Best Wishes,

[REDACTED] Customer Retention Specialist

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

From: [REDACTED]
Sent: 1/31/2022 12:13 PM
To: [REDACTED]
Su [REDACTED] LER PACIFICA HYBRID TOURING L

Thank you so much for the quick response. While this may be an unfortunate event I appreciate the quick response. If you need any information on my end let me know. I also know there is list of things that has to be done. Im unsure of a time frame for this process. Could you give me an estimated time frame on how long the buyback process generally takes?

Sent from myiPhone

> On Jan 31, 2022, at 12:08 PM, US Customer Care [REDACTED] wrote:

> Good [REDACTED]

> I have received your email request, I have also informed all the parties involved.

> We have started the preliminary process for you. It appears the part we need is being held at an out of country [REDACTED] causing even more delays. It is our sincere apology this untimely delay.

> Best Wishes,

> [REDACTED] Customer Retention Specialist

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

> From: [REDACTED]
> Sent:
> To: [REDACTED]
> Su [REDACTED] LER PACIFICA HYBRID TOURING L

> I would like to start a buyback on my pacifica. Its been out of service since December 30,2021. Under Virginia lemon laws i only need 30 days. Im currently at [REDACTED] and waiting. I will be making phone calls to reach everyone by the end of the day! It only makes sense financially to follow up with a complete buyback vs trade assistance.

> Sent from myiPhone

>> On Jan 11, 2022, at 11:44 AM, US Customer Care [REDACTED] wrote:

>> ? Case# [REDACTED]

>> Good [REDACTED]

>> My name is [REDACTED] and I'm a Customer Resolution Specialist with [REDACTED], or what is now formerly known as Fiat Chrysler Automobiles (FCA).
>> Your case calated up to my department for review and I h ed ownership of your case.

>> I wanted to send you a follow-up e-mail, so you had my direct contact information; as I will be working with you for the duration of your case.

>> My role as a Case [REDACTED] is to look into different options on how to assist the owner.

>> Our office hours are Monday- Friday between 9:00am - 6:00pm Eastern time.

>> If you have any questions in the meantime, please don't hesitate to contact me back.

>> My phone number is [REDACTED] or you can reply directly to this e-mail to reach me.

>> My direct phone num

>> Best Wishes,

>> [REDACTED] Customer Retention Specialist

>> ref:_00Dj01qsDF_5003Z1MKJIO:ref

Date	Subject	Re:	Sent Date/Time
02/04/2022	[REDACTED]	[REDACTED] LER PACIFICA HYBRID TOURING L	02/04/2022 19:50 PM

Just for clarification, has the buyback process begun or is that a decision the next case [REDACTED] or [REDACTED] decides? I hope the next case [REDACTED] is as helpful as you & responds back just as quickly. You have really set the bar high for my expectations. I will looking for the survey!

Sent from myiPhone

> On Feb 4, 2022, at 8:53 AM, US Customer Care [REDACTED] wrote:

> Thank you for speaking with me yesterday in regards to the repurchase of your 2021 [REDACTED] LER PACIFICA HYBRID TOURING L . As discussed, a new case will be opened with our Reacquired Vehicle Team and your new Case [REDACTED] will be reaching out to you in the next few business days.

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

> Repurchase:

> Acopy of the drivers license of all titled owners

> Acopy of the vehicle registration

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

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

> VIN and dealer location of the replacement vehicle

> Return of any loaner/rental vehicles to the dealership within 24 hours
 > A written lienholder payoff statement which includes the following: a 10-day payoff amount with a daily interest rate (per diem) and good-through date, account number, collateral information, and overnight payoff address.

> I will keep an eye out for your new case to be opened. Once I see that your new case is open, I do have to close our case to allow you to work with your new Case [REDACTED]

> However, please feel free to contact me directly any time you have questions or concerns, at [REDACTED] (ext [REDACTED]).

> Additionally, you may receive a follow up phone call or email, with a brief survey, to share your experience with me.

> It has been a pleasure working with you!

> Best Wishes,

> [REDACTED] Customer Retention Specialist

> [REDACTED]

> ----- Original Message -----
 > From: [REDACTED] Customer Care [REDACTED]
 > Sent: /2022 1:05 PM
 > To: [REDACTED]
 > Subject: Re: [REDACTED] LER PACIFICA HYBRID TOURING L

> The complete process could take up to 6 weeks to 2 months to get to the point of signing over / surrendering your [REDACTED] I am not 100 % of the process as I gather the information and get it all started. Then it is handed off to another team that works to get the financial end [REDACTED] It is a process and I will do my best to help you best I can.

> Best Wishes,

> [REDACTED] Customer Retention Specialist

> [REDACTED]

> ----- Original Message -----
 > From: [REDACTED] [REDACTED]
 > Sent: 1/31/2022 12:13 PM
 > To: [REDACTED]
 > Subject: Re: [REDACTED] LER PACIFICA HYBRID TOURING L

> Thank you so much for the quick response. While this may be an unfortunate event I appreciate the quick response. If you need any information on my end let me know. I also know there is list of things that has to be done. Im unsure of a time frame for this process. Could you give me an estimated time frame on how long the buyback process generally takes?

> Sent from my iPhone

>> On Jan 31, 2022, at 12:08 PM, [REDACTED] Customer Care [REDACTED] wrote:

>>

>> ? Good [REDACTED]

>>

>> I have received your email request, I have also informed all the parties involved.

>> We have started the preliminary process for you. It appears the part we need is being held at an out of country [REDACTED] causing even more delays. It is our sincere apology this untimely delay.

>>

>> Best Wishes,

>> [REDACTED] Customer Retention Specialist

>> [REDACTED]

>> 1-800-654-2486

>>

>> ----- Original Message -----
 >> From: [REDACTED] [REDACTED]
 >> Sent: 1/31/2022 11:55 AM
 >> To: [REDACTED]
 >> Subject: Re: [REDACTED] LER PACIFICA HYBRID TOURING L

>>

>> I would like to start a buyback on my pacifica. Its been out of service since December 30, 2021. Under Virginia lemon laws i only need 30 days. Im currently at [REDACTED] and waiting. I will be making phone calls to reach everyone by the end of the day! It only makes sense financially to follow up with a complete buyback vs trade assistance.

>>

>> Sent from my iPhone

>>> On Jan 11, 2022, at 11:44 AM, [REDACTED] Customer Care [REDACTED] wrote:

>>>

>>> ? Case# [REDACTED]

>>>

>>> Good [REDACTED]

>>>

>>> My name is [REDACTED] and I'm a Customer Resolution Specialist with [REDACTED], or what is now formerly known as Fiat Chrysler Automobiles (FCA).

>>> Your case was escalated up to my department for review and I have assumed ownership of your case.

>>>

>>> I wanted to send you a follow-up e-mail, so you had my direct contact information; as I will be working with you for the duration of your case.

>>> My role as a Case [REDACTED] is to look into different options on how to assist the owner.

>>>

>>> Our office hours are Monday - Friday between 9:00am - 6:00pm Eastern time.

>>> If you have any questions in the meantime, please don't hesitate to contact me back.

>>> My phone number is [REDACTED] or you can reply directly to this e-mail to reach me.

>>> My direct phone number is listed below as well.

>>>

>>> Best Wishes,

>>> [REDACTED] Customer Retention Specialist

>>> [REDACTED]

>>>

>>> ref_00Dj01qsDF_5003Z1MKJIO:ref

>>>

>>>

Date	02/04/2022	Subject	Re: [REDACTED] LER PACIFICA HYBRID TOURING L
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	02/04/2022 20:41 PM
Good	[REDACTED]		

>> From: [REDACTED]
>> Sent: 1/31 11:55 AM

>> To: [REDACTED]
>> Subject: Re: [REDACTED] LER PACIFICA HYBRID TOURING L
>>
>> I would like to start a buy back on my pacifica. Its been out of service since December 30,2021. Under Virginia lemon laws i only need 30 days. Im currently at [REDACTED] and waiting. I will be making phone calls to reach everyone by the end of the day! It only makes sense financially to follow up with a complete buy back vs trade assistance.
>>
>> Sent from myiPhone
>>
>>> On Jan 11, 2022, at 11:44 AM, US Customer Care [REDACTED] wrote:
>>>
>>> ? Case# [REDACTED]
>>>
>>> Good [REDACTED]
>>>
>>> My name is [REDACTED] and I'm a Customer Resolution Specialist with Stellantis, or what is now formerly known as Fiat Chrysler Automobiles (FCA).
>>> Your case was escalated up to my department for review and I have assumed ownership of your case.
>>>
>>> I wanted to send you a follow-up e-mail, so you had my direct contact information; as I will be working with you for the duration of your case.
>>> My role as a Case [REDACTED] is to look into different options on how to assist the owner.
>>>
>>> Our office hours are Monday - Friday between 9:00am - 6:00pm Eastern time.
>>> If you have any questions in the meantime, please don't hesitate to contact me back.
>>> My phone number is [REDACTED] or you can reply directly to this e-mail to reach me.
>>> My direct phone number is listed below as well.
>>>
>>> Best Wishes,
>>>
>>> [REDACTED] Stellantis Customer Retention Specialist
>>> [REDACTED]
>>>
>>> ref:_00Dj01qsDF_5003Z1MKJIO:ref
>>
>

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.)



Invoice
\$7,294.68

RO#: 90185 | Tag#: 0

Check-in: Tue May 18, 2021 | 9:15 AM

Ready for Pickup: Tue May 25, 2021 | 11:49 AM

Promise Time: Tue May 18, 2021 | 5:00 PM

Customer	Vehicle	Service Advisor	Billing Customer
124933	2021 Chrysler Pacifica BRIGHT WHITE CLEAR COAT 2C4RC1L78MR525414 18 Miles In / 112 Miles Out In Service: Thu Apr 29, 2021 Stock #: 90443	Chynna 02 2959 (276) 794-9000	Same as Customer

1. POI	PERFORM PRE-DELIVERY INSPECTION, PLACE OWNER'S MANUALS IN GLOVE BOX, REMOVE PLASTIC FROM SEATS, ROAD TEST AND ADD FUEL	Warranty Pay	Void
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Job added by Chynna on May 18, 2021 | 9:15 AM

PDI - PERFORM PRE-DELIVERY INSPECTION, PLACE OWNERS MANUALS IN GLOVE BOX, REMOVE PLASTIC FROM SEATS, ROAD TEST AND ADD FUEL	\$0.00
---	--------

Technician	Actual Hours	Assigned Bill Hours	Flag Hours
Adam - E5021	0.00	0.00	0.00

Bill Hrs: 0.00 hrs
1. PERFORMED PRE-DELIVERY INSPECTION

2. CONCERN	CUSTOMER STATES CHECK ENGINE LIGHT	Warranty Pay	\$7,294.68
------------	------------------------------------	--------------	------------

Job added by Chynna on May 18, 2021 | 9:15 AM

CONCERN - CUSTOMER STATES	\$771.38
---------------------------	----------

Technician	Actual Hours	Assigned Bill Hours	Flag Hours
Adam - E5021	17.34	7.40	7.40

Bill Hrs: 7.40 hrs

Parts	\$6,523.30
68382486AA - BOLT 9 - \$17.01	
68413378AA - HOSE 1 - \$18.55	
68425381AA - HOSE 1 - \$36.68	
68470042AA - KIT 2 - \$5.74	



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Warranty Copy v3 | Page 1 of 3
Fri May 28, 2021 | 3:47 PM

Customer Retention Analysis

VIN: [REDACTED]	Make/model/model year: 2021 [REDACTED]
ISD: 05/31/2021	Current Mileage: 14,672
Owner's last name: [REDACTED]	New/Lease/Used/CPOV: NEW RETAIL SALE
State Purchased: VA	State Registered: VA
Dealer name/code: [REDACTED] [REDACTED] [REDACTED]	Business Center: 35 – MID-ATLANTIC
Warranty coverage code: 561	MVP (Description): No MVP Service Contracts
MSRP: \$ 47,690.00	
# of vehicles: 3 NEW/ 3 USED	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? n/a	
CPOV? (Y/N) N	
What was mileage at purchase 17	
Customer-stated reason for buyback request: Vehicle shut off in the middle of road and would not restart	
Process identifier: Manufacture Process	
Days down: 27 (currently 1/25/2022)	Repair attempts: 2
Last repair visit: 12/30/2021	
Is vehicle currently at dealer? (Y/N) y	
Is customer in rental? (Y/N) y	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	
Electric Cooler [REDACTED] on b.o.- 2 repair attempts, 26 days down @14,672 miles. RO 96699 & 96909.	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Pre-Delivery repairs/ ISD: 5/31/2021	Transmission replacement for p0a2c-00 (wrong trans from factory)
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	c/s would not start completely opened & shut doors	Could not duplicate No start condition, No DTC's and performed open recall y26.
[REDACTED]	96699	12/30/2021	1/6/2022	Cont'd	14606	14672	W	c/s Shut off in the middle of the road, messages on dash	[REDACTED] Driver motor "A" position circuit. Kept 7 days after performing RRT's to charge and discharge multiple times.
[REDACTED]	96909 & STAR [REDACTED] 30 & [REDACTED]	12/30	1/25/2022	27	14672	14672	W	Waiting on STAR to test a vehicle and get back to DLR.	Current DTC p0e15-00 battery pack coolant heater "A"

	399								

Preparer: Linda Mccully-King

Title: CRT

Comments: .

Blue Ridge

276-794-9000
276-794-9000

Invoice
\$7,294.68

RO#: 90185 | Tag#: 0

Check-in: Tue May 18, 2021 9:15 AM

Ready for Pickup: Tue May 25, 2021 11:49 AM

Promise Time: Tue May 18, 2021 5:00 PM

Customer-
#24933**Billing**

Same as Customer

Vehicle

2021 Chrysler Pacifica
BRIGHT WHITE CLEAR
COAT
2C4RC1L78MR525414

Service Advisor

Chymna

022969

(276) 794-9000

0650763AA - BOLT 2 - \$11.62

68359946AD - PKG PART 1 - \$6,419.00

68163849AB - ANTIFREEZ 1 - \$14.70

Labor	\$771.38
Parts	\$6,523.30
Sublet Labor	\$0.00
Sublet Parts	\$0.00
Fees	\$0.00
Discounts	\$0.00
Tax	\$0.00
Deductible	\$0.00
Invoice Total	\$7,294.68

Clock-In Info

#	Opcode	Date	Start	End	Duration	Prty Type	Technician	Flag Hrs	Reason
2	CONCER N	Thu May 20, 2021	10:19 AM	10:57 AM	0.64 hrs	W	Adam (E5021)	7.40 hrs	-
2	CONCER N	Thu May 20, 2021	11:18 AM	3:35 PM	4.26 hrs	W	Adam (E5021)	-	-
2	CONCER N	Thu May 20, 2021	4:15 PM	4:57 PM	0.69 hrs	W	Adam (E5021)	-	-
2	CONCER N	Fri May 21, 2021	7:55 AM	8:45 AM	0.84 hrs	W	Adam (E5021)	-	-
2	CONCER N	Fri May 21, 2021	1:49 PM	4:46 PM	2.96 hrs	W	Adam (E5021)	-	-

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Warranty Copy v3.1 Page 2 of 3
Fri May 28, 2021 13:47 PM



Invoice
\$7,294.68

RO#: 90185 | Tag#: 0

Check-in: Tue May 18, 2021 | 9:15 AM

Ready for Pickup: Tue May 25, 2021 | 11:49 AM

Promise Time: Tue May 18, 2021 | 5:00 PM

Customer

124933

Billing

Same as Customer

Vehicle

2021 Chrysler Pacifica
BRIGHT WHITE CLEAR
COAT
2C4RC1L78MR825414

Service Advisor

Chynna
022969
(776) 794-9000

#	Opcode	Date	Start	End	Duration	Pay Type	Technician	Flag Hrs	Reason
2	CONCER N	Mon May 24, 2021	10:48 AM	11:58 AM	1:10 hrs	W	Adam (E5021)	-	-
2	CONCER N	Mon May 24, 2021	12:52 PM	4:56 PM	4:07 hrs	W	Adam (E5021)	-	-
2	CONCER N	Tue May 25, 2021	8:39 AM	11:20 AM	2:49 hrs	W	Adam (E5021)	-	-
1	PCI	-	-	-	0 hrs	W	Adam (E5021)	0.00 hrs	-

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By	Date & Time	Authorization Obtained By
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate \$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

Customer Signature

Service Advisor Signature

Invoice Date
Tue May 18, 2021 | 9:15 AM



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Warranty Copy v3 | Page 3 of 3
Fri May 28, 2021 | 3:47 PM



Customer Pay Invoice

\$49.92

RO# : 95123 | Tag# : 0

Check-in: Thu Nov 4, 2021 | 10:45 AM

Ready for Pickup: Thu Nov 4, 2021 | 11:52 AM

Promise Time: Thu Nov 4, 2021 | 5:00 PM

Customer
Caitlin Shortridge
125141
(276) 979-5808
143 Dove St
Pounding Mill, VA 24637

Pickup-Customer
Same as Customer

Billing Customer
AGWS

Vehicle
2021 Chrysler Pacifica-
BRIGHT WHITE CLEAR
COAT
2C4RC1L78MR5254M
11,599 Mi In / 11,599 Mi
Out
In Service: 04/29/2021
Sold Date: 05/29/2021
Stock #: 10443

Service Advisor
Chynna
022969
(276) 794-9000

1.	MPVI	PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION	Customer Pay	\$0.00
----	------	--	--------------	--------

Job added by Chynna on November 4, 2021 | 10:45 AM

MPVI - PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION \$0.00

Technician

Trent - E9416

1 PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

2.	26L	LUBE, OIL AND FILTER	Customer Pay	\$57.50
----	-----	----------------------	--------------	---------

Job added by Ryan Carter on November 4, 2021 | 10:45 AM

26L - LUBE, OIL AND FILTER \$16.00

Technician

Trent - E9416

Parts

\$41.50

68191349AC - FILTER 1 - \$11.50

68283520AA - OIL 5 - \$30.00

3.	ROTATE	TIRE ROTATION	Customer Pay	\$15.99
----	--------	---------------	--------------	---------

Job added by Ryan Carter on November 4, 2021 | 10:45 AM



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Customer Copy v2 | Page 1 of 4
Thu Nov 4, 2021 | 11:59 AM



Pay Invoice
\$49.92

RO# : 95123 | Tag# : 0

Check-in: Thu Nov 4, 2021 | 10:45 AM

Ready for Pickup: Thu Nov 4, 2021 | 11:52 AM

Thu Nov 4, 2021 | 5:00 PM

Customer	Billing Customer	Veh	Service Advisor
Caitlin Shortridge	AGWS	2021 Chrysler Pacifica-	Chynna
125141		BRIGHT WHITE CLEAR	022969
(276) 979-5808		COAT	(276) 794-9000
		2C4RC1L78MR525414	

1. TIRE ROTATION

ROTATE -TIRE ROTATION \$15.99

Technician

Trent - E9415

1. PERFORMED TIRE ROTATION.

4. 01 GENERAL CONCERN BASIC - check for updates Customer Pay \$0.00

Job added by Ryan Carter on November 4, 2021 | 10:45 AM

01 -GENERAL CONCERN BASIC \$0.00

Technician

Little - 122

1. PERFORMED UPDATES, NO UPDATES FOR CONCERN OF VEHICLE WILL NOT START COMPLETELY, OPEN AND SHUT DOOR THEN VEHICLE STARTS. NO DTC'S FOR CONCERN, COULD NOT DUPLICATE

5. RECALL Y50 2021 RU Power Liftgate Warranty Pay \$0.00

Job added by Chynna on November 4, 2021 | 10:45 AM

RECALL -PERFORM RECALL, VERIFIED OPEN RECALL: \$0.00

Technician

Little - 122

Additional Fees	Sale Amount
SHOP	\$7.34



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Customer Copy v2 | Page 2 of 4
Thu Nov 4, 2021 | 11:59 AM

Blue Ridge

276-794-9000

MA 2902 11505, 3-6PM MTWTFSS

MA 2902 11505, 3-6PM MTWTFSS

MA 2902 11505, 3-6PM MTWTFSS

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MA 2902 11505, 3-6PM MTWTFSS

Customer Pay Invoice

\$49.92

RO# : 95123 | Tag# : 0

Check-in: Thu Nov 4, 2021 10:45 AM

Ready for Pickup: Thu Nov 4, 2021 11:52 AM

Promise Time: Thu Nov 4, 2021 5:00 PM

Customer	Billing Customer	Vehicle	Service Advisor
Caitlin Shortridge	AGWS	2021 Chrysler Pacifica-	Chynna
125141		BRIGHT WHITE CLEAR	022969
(276) 979-5808		COAT	(276) 794-9000
		2CARC1L78MR526414	

Additional Discount	Discount Amount
VARY	\$32.57

	Labor	\$31.99
	Parts	\$41.50
	Sublet Labor	\$0.00
	Sublet Parts	\$0.00
	Fees	\$7.34
	Discounts	- \$32.57
	Tax	\$1.66
	Deductible	\$0.00
	Insurance/Warranty	\$0.00
	Invoice Total	\$49.92

Revised Estimate
Thu Nov 4, 2021 10:45 AM - \$25.89

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By	Date & Time	Authorization Obtained By
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate \$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)



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Customer Copy v2 | Page 3 of 4
Thu Nov 4, 2021 11:59 AM



Invoice
\$83.39

RO#: 96699 | Tag#: 0

Check-in: Thu Dec 30, 2021 4:02 PM

Ready for Pickup: Thu Jan 6, 2022 1:14 PM

Promise Time: Thu Dec 30, 2021 1:00 PM

Customer	Pickup-Customer	Vehicle	Service Advisor
Calvin Shortridge	Same as Customer	2021 Chrysler Pacifica	Chynna
125441		BRIGHT WHITE CLEAR	022969
(276) 979-5808	Billing Customer	COAT	(276) 794-9000
calvinmccall_2011@yahoo.com	Same as Customer	2C4RC1L78MR525414	
143 Dove St		14,606 Mi in / 14,672 Mi	
Pounding Mill, VA 24637		Out	
		In Service: 04/29/2021	
		Sold Date: 05/29/2021	
		Stock #: 10443	

2. CONCERN CUSTOMER STATES VEHICLE SHUT OFF IN MIDDLE OF ROAD, MESSAGES ON DASH Warranty Pay \$0.00

Job added by Chynna on December 30, 2021 4:02 PM

CONCERN - CUSTOMER STATES \$0.00

Technician	Actual Hours	Assigned Bill Hours	Flag Hours
Adam - E5021	2.52	0.00	0.00

Bill Hrs: 0.00 hrs

1. Customer concern never duplicated Perform RRT flash 21-063 and 21-062 Perform resolver relearn Road test multiple times.

3. RRT RAPID RESPONSE TRANSMITTAL 21-062 Warranty Pay \$52.12

Job added by Chynna on January 3, 2022 8:13 AM

RRT - RAPID RESPONSE TRANSMITTAL \$52.12

Technician	Actual Hours	Assigned Bill Hours	Flag Hours
Adam - E5021	0.06	0.50	0.50

Bill Hrs: 0.50 hrs

1. Service bulletin 08-091-21 LOP 19-19-86-9V, 5 hrs A24

4. RRT RAPID RESPONSE TRANSMITTAL 21-063 Warranty Pay \$31.27

Job added by Chynna on January 3, 2022 8:13 AM

Warranty Copy v2 | Page 1 of 3
Thu Jan 6, 2022 11:33 PM

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Invoice
\$83.39

RO#: 96699 | Tag#: 0
Checkin: Thu Dec 30, 2021 4:02 PM
Ready for: [REDACTED] PM
Promise Time: Thu Dec 30, 2021 5:00 PM

Customer
Caitlin Shortridge
125141
(276) 979-5808

Billing Customer
Same as Customer

Vehicle
2021 Chrysler Pacifica
BRIGHT WHITE CLEAR
COAT
2C4RC1L78MR525414

Service
[REDACTED]
022969
(276) 794-9000

RRT -RAPID RESPONSE TRANSMITTAL

\$31.27

Technician	Actual Hours	Assigned Bill Hours	Flag Hours
Adam - E5021	0.04	0.30	0.30

Bill Hrs: 0.30 hrs

1. Service bulletin 18-051-21 LOP 18-19-06-ED .3 hrs A24

	Labor	\$83.39
	Parts	\$0.00
	Sublet Labor	\$0.00
	Sublet Parts	\$0.00
	Fees	\$0.00
	Discounts	\$0.00
	Tax	\$0.00
	Deductible	\$0.00
	Invoice Total	\$83.39
Revised Estimate Thu Dec 30, 2021 4:02 PM	\$8.33	

Clock-In Info

#	Opcode	Date	Start	End	Duration	Pay Type	Technician	Flag Hrs	Reason
2	CONCER N	Fri Dec 31, 2021	11:26 AM	12:04 PM	0.63 hrs	W	Adam (E5021)	0.00 hrs	-
2	CONCER N	Fri Dec 31, 2021	12:16 PM	1:41 PM	1.42 hrs	W	Adam (E5021)	-	-
3	RRT	Mon Jan 3, 2022	8:35 AM	8:36 AM	0.02 hrs	W	Adam (E5021)	0.50 hrs	-
4	RRT	Mon Jan 3, 2022	8:36 AM	8:39 AM	0.04 hrs	W	Adam (E5021)	0.30 hrs	-

Warranty Copy v2 | Page 2 of 3
Thu Jan 6, 2022 1:33 PM



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Invoice
\$83.39

RO#: 96699 | Tag#: 0
Check-in: Thu Dec 30, 2021 4:02 PM
Ready for Pickup: Thu Jan 6, 2022 1:14 PM
Promise Time: Thu Dec 30, 2021 5:00 PM

Customer
Caitlin Shortridge
125141
(276) 979-5808

Billing Customer
Same as Customer

Vehicle
2021 Chrysler Pacifica
BRIGHT WHITE CLEAR
COAT
2C4RC1L78MR525414

Service Advisor
Chynna
022969
(276) 794-9000

#	Opcode	Date	Start	End	Duration	Pay Type	Technician	Flag Hrs	Reason
3	PRT	Mon Jan 3, 2022	8:39 AM	8:41 AM	0:04 hrs	W	Adam (E502)	-	-
2	CONCERN	Mon Jan 3, 2022	8:42 AM	9:10 AM	0:47 hrs	W	Adam (E502)	-	-

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By	Date & Time	Authorization Obtained By
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate \$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

Customer Signature

Service Advisor Signature

Invoice Date
Thu Dec 30, 2021 4:02 PM



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Warranty Copy v2 | Page 3 of 3
Thu Jan 6, 2022 1:33 PM

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)#

81603413

VIN		Model Year	2019	Brand	
Body	RUES53	Vehicle		PACIFICA HYBRID LIMITED	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/11/2022	CAIR Type	Regular	Status	Closed
Close Date	01/12/2022	Origin	Brand Site	Reason	assistance
Mileage	62,189 Mles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address					Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address	36146 BLUE HILL DR				
	BEAUMONT	CA		9	USA
Dealer	60515	HEMET		DODGE JEEP RAM	Dealer Phone
Dealer Address	425 MOTOR WAY				
	HEMET	CA			USA
Dealer Zone		Sales District		Service District	N
Subject	Very Experience				
Synopsis					
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/11/2022 05:23 AM	New
01/12/2022 07:19 AM	Open
01/12/2022 07:23 AM	Closed

Initial Description

To whom it may concern, On January 2nd we were driving down the on the I 5 in We were travelling down the hill at about 75mph when a signal alarm went off. The dashboard stated Electrical System Maintenance Required. The car lost all acceleration and felt like it was stuck in neutral (without being able to rev the engine). We did have steering but no power. I had to cut across a diesel to make it to the side of the road which was a close call for us. The diesel got to their brakes on time narrowly missing us as we got onto the hard shoulder. The car stopped and was unresponsive to trying to shut down and turn off. This experience was very scary and could have resulted in some serious injuries. Why would you engineer a car to lose power over a maintenance issue is beyond my comprehension. The car is at the dealership with no diagnostic as of this moment.

Email(s)

Date	01/11/2022	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From		To		Sent Date/Time	01/11/2022 05:23 AM
Your inquiry has been received by the Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible. To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response. Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Advisors. Brand: FCA Brand : For any future communication related to this email, please refer to reference number 81603413. Sincerely, The Brand To view the Privacy Policy, visit https://www.chrysler.com/crossbrand_us/privacy					
Date	01/12/2022	Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From		To		Sent Date/Time	01/12/2022 07:22 AM

Hello Jorge,

Thank you for reaching out to Chrysler customer care;

I am very sorry to hear of any frustration or disappointment involving your vehicle loosing acceleration. I want you to know, we appreciate your contact. It is always a good idea to reach out to us. We are here to help.

In situations such as yours we rely on our trained dealers to assess and fix technical and mechanical issues. They possess the resources and expertise necessary to address any vehicle concern.

With this in mind, we encourage you to contact your local Chrysler dealer, let them know the concern we are working on, they will set an appointment with you, based on your schedule.

Let's get this concern resolved!

Should you have any further questions, comments or concerns, we would be happy to assist.

Our goal is to ensure your experience is of the highest quality.

Your feedback and opinion are both very important to us.

You may reach us via chat, email through www.mopar.com or contact by phone at [REDACTED]

With Sincerity,

[REDACTED]

Chrysler Customer Service Representative
----- Original Message -----
From: US Customer Care [REDACTED]
Sent: 1/11/2022 5:23 AM
To: [REDACTED]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753
FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number 81603413.

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit
https://www.chrysler.com/crossbrand_us/privacy
ref:_00Dj01qsDF_5003Z1MKMGzref

Date	01/12/2022	Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	01/12/2022 07:23 AM

Hello Jorge,

Thank you for reaching out to Chrysler customer care;

I am very sorry to hear of any frustration or disappointment involving your vehicle losing acceleration. I want you to know, we appreciate your contact. It is always a good idea to reach out to us. We are here to help.

In situations such as yours we rely on our trained dealers to assess and fix technical and mechanical issues. They possess the resources and expertise necessary to address any vehicle concern.

With this in mind, we encourage you to contact your local Chrysler dealer, let them know the concern we are working on, they will set an appointment with you, based on your schedule.

Let's get this concern resolved!

Should you have any further questions, comments or concerns, we would be happy to assist.

Our goal is to ensure your experience is of the highest quality.

Your feedback and opinion are both very important to us.

You may reach us via chat, email through www.mopar.com or contact by phone at [REDACTED]

With Sincerity,

[REDACTED]

Chrysler Customer Service Representative

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

From: US Customer Care [REDACTED]

Sent: 1/11/2022 5:23 AM

To: [REDACTED]

Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

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ref__00Dj01qsDF_5003Z1MKMGzref

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)# 81688868

VIN		Model Year	2021	Brand	
Body		Vehicle	PACIFICA HYBRID LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/19/2022	CAIR Type	Regular	Status	Closed
Close Date	06/16/2022	Origin	Telephone	Reason	
Mileage	13,126 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City		Caller Country		Caller Postal Code	
Customer	D				
Customer Address	RIE DU SAC				
Dealer	44484	KAYSER	CENTER INC	Dealer Phone	
Dealer Address	866 PHILLIPS BLVD				
	SAUK			53583 1312	USA
Dealer Zone		Sales District		Service District	K
Subject	Lemon Law				
Synopsis	email sent, replacement				
Customer Anomaly	Engine				
	Warning Light ML				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly	27	Check engine light is on
Reason Code	Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
01/19/2022 08:27 PM	Open
05/05/2022 10:47 PM	Suspended
05/09/2022 04:01 AM	Open
05/27/2022 02:34 PM	Suspended
06/01/2022 04:01 AM	Open
06/16/2022 03:45 PM	Closed

Initial Description

Seeking Lemon Law. At DLR for electrical concern. unresolved

Case Comments

Date	Comment
01/19/2022	Voice of the Customer: Customer stated he has not had it for over a month for an electrical problem. Customer stated that it shuts off while driving at highway speeds. Customer stated that it started in November. Customer kept it for several weeks at that time. Current vehicle location: DLR Kayser Chrysler Center Customer description of concern Rental Y Days in rental: over a month Days at DLR: over a month this visit. Several weeks last visit Current diagnosis: unable to diagnosis Date of last DLR visit/last diagnosis Current servicing dealer/dealer contact: DLR Kayser Chrysler Center, SA Matt Nature of "most recent" dealer contact: unable to diagnosis Confirm customer telephone and email, as well as best contact method and time Both method, anytime Advised customer will be contacted within 2-3 business days.
01/20/2022	*Dispute Resolution Review **Case Escalated to CRT** Reviewed warranty history at customer request. Writer determined this should be escalated to CRT for case management. Assigned case to CRT.
01/21/2022	initial email sent
01/25/2022	Called dealership and spoke to Kevin and Matt/Erin working on it. open RO tech tried but has inconclusive diagnostics on it, little help from STAR originally ordered coolant heater control module electric coolant heater installed, road testing now star will be escalated 12/10/21 opened in a loaner tech-Adam Hiser is tech up to date maintenance-y mishaps-n modifications-n email
01/25/2022	has escalated case to external system with name ES-77454. Case was escalated successfully.
01/25/2022	Called customer: Left message referred to email.
01/25/2022	Emailed
02/08/2022	Need to speak to he will be informed the writer called and will phone back. in parts advised: heater..order status released from packaging order #S0202 part # 68438720AA Service manager is
02/08/2022	expedited part
02/08/2022	order REL TO PDC 02/4 ETA to dealer: 7-10 Business Days (ETA extended due to COVID-19)
02/08/2022	Called customer: Is in a loaner, a pickup truck, it works but it is not a hybrid or a van. He is trying to be patient Alabama was where it was purchased, registered in WIS Customer says his first stall was in the first week of purchase He said he just got to the van started and then shut off for 15 minutes and then was normal then in Nov. his fuel indicator flashed low fuel, it shut down. He called and had them bring gas wife driving, message came on, 'service vehicle charging system' it shut down and has been at the dealer ever since This former police officer is patient but is disturbed about the ongoing issues. He has also read about issues online. Advised he could either request a replacement or repurchase, and writer would look into these and assess; discussed cash compensation offer and the release. Discussed Wms Lemon Law and warranties. He will discuss the situation with his wife and get back to the writer..they do like the Pacifica
02/08/2022	Customer has a loan, \$850/month
02/08/2022	service manager called. He will check with the regarding the STAR guided repair so he can have updated technical information about the coolant system.
02/18/2022	Called dealer and spoke to Part received by per tracking information. Found the part. Not known when the repair will take place. By the end of next week they are going for
02/18/2022	Sent customer an email advising of part arrival at the dealership.
03/04/2022	Called dealership: left number for CB. No RO in system.
	Called customer left message that writer can assess for a repurchase. Advised last she heard part was there. Unable to reach dealership
	set task for service manager and email to service manager and cc'd
03/10/2022	Part installed, multiple test drives, he is going to do one more, will contact customer today. from
	Called dealership is working on this. Left message for a call back.
	Spoke to Customer picked up vehicle and returned it in an hour Complain of radio issues. She is back in a loaner. They have not diagnosed it yet. very busy could not duplicate so far, the battery was low. It had been sitting a week4 The issue it was there for 2 plus months was the service hybrid message which required a battery coolant heater twice, STAR said some were bad and could need another. Therefore 2 were installed. He said the customer said she does not want it anymore.
	sent RA for AM input.
	Called customer: He is concerned about the mileage deduction, it would blank out and put the Chrysler emblem out sometimes it would not allow the channels to be changed. Sometimes the radio can be restarted and it will come back on. It comes back on but it takes. Anytime you would turn it back on the radio is back off again. Black screen this has been happening for awhile. Customer is not interested in a release.
	Emailed about the current radio issue and as well. Advised STAR case would be started.
	has escalated case to external system with name ES-81691. Case was escalated successfully.

Date	Comment
03/30/2022	Messaged the STAreps asking if he had an additional update.
03/30/2022	Sent email to service manager requesting an update.
04/05/2022	Emailed SM for update. Emailed customer on 4/1
04/11/2022	Requested an update from SM
04/12/2022	They are installing the radio. TA advised to check radio level.
04/12/2022	email sent to customer
04/19/2022	Called customer: He has not heard a word.
04/19/2022	Emailed service manager for update.
04/20/2022	Called dealership and spoke to going fine, it is still here. It is not acting up again for a couple of road tests. He will talk to day to or wife. He will road test himself. The RO is the same miles. CEL 90e15. the radio will freeze and go blank.
04/27/2022	Called dealer and left number requested a cb
04/27/2022	Called customer: He does not have the vehicle yet. He has not heard from the dealership. Advised writer thought it was repaired. Writer Sent a couple of emails and called and has not heard status from dealership. Writer called AM and left message.
04/27/2022	email of GM
04/27/2022	called dealership left message.
04/29/2022	Sent email to assistant manager and general manager requesting an update.
05/04/2022	Emailed TA hoping for some update. Writer is not getting updates from the dealership
05/11/2022	Vehicle is repaired per TA>
05/12/2022	Called customer and left message advising writer knew vehicle was repaired and wanted to discuss compensation.
05/12/2022	Offered \$4000 in cash compensation. He thinks that is too low. They drive them a long time information for a service contract. Does not want to sign a release. Advised writer did not think she could offer many months without a release. Requested he send a monthly statement
05/12/2022	Customer thinks the dealership forgot about the vehicle.
05/18/2022	Asked TL to consider 10%
05/18/2022	Called customer: Discussed cash compensation and release. Discussed warranty. Service contracts. Customer remains uneasy about signing the release. Explained that we still have an obligation to repair under the terms of the warranty.
05/27/2022	\$4,325 VMM7125N was offered= 7 year/125000 miles \$0 deductible.
05/27/2022	Called customer: left voice message, advised to look for email with an increased offer.
05/27/2022	Email sent with offer of \$5000. Suspending.
06/02/2022	Called customer: he sent an voice message earlier. Left message: advised writer was taking his case for review
06/10/2022	Submitted buyback email, AM has agreed with recommendation to replace. 164 days out of service 90 days for hybrid light and 60 days for radio malfunction
06/10/2022	Called customer: Took it in on Memorial day and has not heard from the dealership at all. He is driving his own vehicle he has no loaner.
06/15/2022	Called dealership spoke to RO 265241 5/31/22 14152 miles shut down while driving 2x drive motor code, electric coolant heater initial assessment
06/15/2022	submitted vbbs
06/15/2022	T6744LS has escalated case to external system with name ES-91515. Case was escalated successfully.
06/16/2022	Called customer: Customer is concerned about the mileage deduction. They have a replacement approved. It can be switched to a repurchase. And a applied for. This case is 6 months old. The dealership both seemed to have difficulty in the repair and difficulty in timeliness, having forgotten the customer from time to time. Also the radio issue was not addressed during the earlier repair. The customer Mr. Strunz did not consult his wife until later in the case, who ended up not wanting the vehicle, he was the one willing to wait. Also at one point, when the vehicle was thought repaired the Strunz's wanted compensation yet refused to sign the release. Closing this case.
06/16/2022	Keith, tech analyst has a task open. Email sent to him, suggesting we keep the case open a few more days to ensure a good start to the STAR case.

Email(s)

Date	01/21/2022	Subject	Customer Care, Case: #81688868	
From		To		Sent Date/Time
01/21/2022 21:59 PM				
Hello Mr. , Thank you for taking the time to contact Customer Care. My name is and I am a Customer Retention Specialist. I have assumed ownership of your case, and will be partnering with your Kayser Chrysler Center Inc regarding your inquiry. I will follow up with you to provide any next steps. I will remain in contact with you throughout the process. I will contact you once I have had the chance to speak to the dealership and review the case. We are experiencing a staff shortage and assessment times are taking longer than they have in the past. Your case is important; it is just taking longer to get back to customer's at this time. I will do whatever is in my power to compensate you and resolve your case as appropriate. For your reference, your case number is #81688868. I look forward to working with you! Best wishes, Customer Retention Specialist ref._00Dj01qsDF._5003Z1Mhg11:ref				

Date	01/25/2022	Subject	Re: Customer Care, Case: #81688868
From		To	
Sent Date/Time	01/25/2022 16:41 PM		

You left me a voicemail indicating that you were sending me an email with some information about the status of my Chrysler Pacifica that has been at [REDACTED] Center in [REDACTED] since the end of November 2021.

Unfortunately, I have not received that email yet. As I indicated in my previous phone call to the customer care center, we have experienced problems with this vehicle since it was new. The van has shut itself down on several occasions, including twice while traveling at highway speeds. I have noticed numerous similar complaints from other customers on the internet. I feel that we have been very patient with the dealership while they attempt to figure out how to fix our vehicle. Unfortunately, we have not heard of any real progress. In the meantime, we continue to pay for a vehicle that is not safe or useable (in fact we don't even have access to it).

We are loyal customers who have purchased several Dodge and Chrysler vans, my entire business fleet is made up of Ram trucks. Can you please tell me what your plan is to replace my vehicle? We will continue to be patient but we feel we deserve an answer soon.

Thank you,
[REDACTED]

From: US Customer Care [REDACTED]
Sent: Friday, January 21, 2022 3:59 PM
To: [REDACTED]
Subject: [REDACTED] Customer Care, Case: #81688868

Hello Mr. [REDACTED]

Thank you for taking the time to contact [REDACTED] Customer Care. My name is [REDACTED] and I am a Customer Retention Specialist. I have assumed ownership of your case, and will be partnering with your [REDACTED] Center Inc regarding your inquiry.

I will follow up with you to provide any next steps. I will remain in contact with you throughout the process. I will contact you once I have had the chance to speak to the dealership and review the case. We are experiencing a staff shortage and assessment times are taking longer than they have in the past. Your case is important; it is just taking longer to get back to customer's at this time. I will do whatever is in my power to compensate you and resolve your case as appropriate.

For your reference, your case number is #81688868. I look forward to working with you!

Best wishes,

Customer Retention Specialist

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ref:_00Dj01qsDF._5003Z1Mhg1l:ref

Date	02/18/2022	Subject	Re: [REDACTED] Customer Care, Case: #81688868		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	02/18/2022 20:44 PM

Hi [REDACTED]

The part is at the dealership. I understand the repair will occur next week.

Have a great weekend.

Best,
[REDACTED]
Chrysler Customer Retention
[REDACTED]

----- Original Message -----
From: [REDACTED]
Sent: 1/25/2022 11:41 AM
To: [REDACTED]
Subject: Re: [REDACTED] Customer Care, Case: #81688868

[REDACTED]

You left me a voicemail indicating that you were sending me an email with some information about the status of my Chrysler Pacifica that has been at Kayser Chrysler Center in Sauk City since the end of November 2021.

Unfortunately, I have not received that email yet. As I indicated in my previous phone call to the customer care center, we have experienced problems with this vehicle since it was new. The van has shut itself down on several occasions, including twice while traveling at highway speeds. I have noticed numerous similar complaints from other customers on the internet. I feel that we have been very patient with the dealership while they attempt to figure out how to fix our vehicle. Unfortunately, we have not heard of any real progress. In the meantime, we continue to pay for a vehicle that is not safe or useable (in fact we don't even have access to it).

We are loyal customers who have purchased several Dodge and Chrysler vans, my entire business fleet is made up of Ram trucks. Can you please tell me what your plan is to replace my vehicle? We will continue to be patient but we feel we deserve an answer soon.

Thank you,
[REDACTED]

From: US Customer Care [REDACTED]
Sent: Friday, January 21, 2022 3:59 PM
To: [REDACTED]
Subject: [REDACTED] Customer Care, Case: #81688868

Hello Mr. [REDACTED]

Thank you for taking the time to contact [REDACTED] Customer Care. My name is [REDACTED] and I am a Customer Retention Specialist. I have assumed ownership of your case, and will be partnering with your Kayser Chrysler Center Inc regarding your inquiry.

I will follow up with you to provide any next steps. I will remain in contact with you throughout the process. I will contact you once I have had the chance to speak to the dealership and review the case. We are experiencing a staff shortage and assessment times are taking longer than they have in the past. Your case is important; it is just taking longer to get back to customer's at this time. I will do whatever is in my power to compensate you and resolve your case as appropriate.

For your reference, your case number is #81688868. I look forward to working with you!

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

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ref__00Dj01qsDF_5003Z1Mhg1:ref

Date	03/07/2022	Subject	Re: [REDACTED] Customer Care, Case: #81688868
From	[REDACTED]	To	[REDACTED] Sent Date/Time 03/07/2022 19:40 PM

It has been a few weeks since we last talked, and it does not appear that our van has been successfully repaired.

At this point we would like to have our case submitted for repurchase. I understand that you will forward our case on to someone else. When we spoke you indicated that we may receive an offer for our vehicle that is less than what we paid for it due to the mileage of the vehicle. I would like to point out that vehicle prices have continued to increase, and that many used vehicles are receiving high trade in allowances. We feel that any offer that is made to us should take this into account.

Thank you,

From: US Customer Care
Sent: Friday, February 18, 2022 2:44 PM
To:
Subject Re: Customer Care, Case: #81688868

Hi

The part is at the dealership. I understand the repair will occur next week.

Have a great weekend.

Best,

Customer Retention

----- Original Message -----
From:]
Sent: 1/25/2022 11:41 AM
To:
Subject Re: Customer Care, Case: #81688868

You left me a voicemail indicating that you were sending me an email with some information about the status of my that has been at Center in since the end of November 2021.

Unfortunately, I have not received that email yet. As I indicated in my previous phone call to the customer care center, we have experienced problems with this vehicle since it was new. The van has shut itself down on several occasions, including twice while traveling at highway speeds. I have noticed numerous similar complaints from other customers on the internet. I feel that we have been very patient with the dealership while they attempt to figure out how to fix our vehicle. Unfortunately, we have not heard of any real progress. In the meantime, we continue to pay for a vehicle that is not safe or useable (in fact we don't even have access to it).

We are loyal customers who have purchased several Dodge and vans, my entire business fleet is made up of Ram trucks. Can you please tell me what your plan is to replace my vehicle? We will continue to be patient but we feel we deserve an answer soon.

Thank you,

From: US Customer Care >
Sent: Friday, January 21, 2022 3:59 PM
To: >
Subject: Customer Care, Case: #81688868

Hello Mr.

Thank you for taking the time to contact Customer Care. My name is and I am a Customer Retention Specialist. I have assumed ownership of your case, and will be partnering with your Center Inc regarding your inquiry.

I will follow up with you to provide any next steps. I will remain in contact with you throughout the process. I will contact you once I have had the chance to speak to the dealership and review the case. We are experiencing a staff shortage and assessment times are taking longer than they have in the past. Your case is important; it is just taking longer to get back to customer's at this time. I will do whatever is in my power to compensate you and resolve your case as appropriate.

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Best wishes,

Customer Retention Specialist

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ref_00Dj01qsDF_5003Z1Mhg1:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000vimmK&from=ext]

Date	03/24/2022	Subject	(CRT - Tech Analyst Assistance Requested!) 81688868 MR536364 44484		
From		To		Sent Date/Time	03/24/2022 22:07 PM
Case Number #: 81688868					
VIN:					
Vehicle Year/Make/Model: 2021 PACIFICA HYBRID LIMITED RUET53					
Customer: GERALD					
Dealer: 44484 KAYSER					
Dealer Phone number: CENTER INC					
Hello,					
A high-priority customer has requested replacement or repurchase of their vehicle.					
We are seeking a technical review in an effort to get this vehicle repaired, and appreciate any recommendations you are able to provide.					
Thank you!					
FCA Customer Retention Team					

Date	04/01/2022	Subject	RE: (CRT - Tech Analyst Assistance Requested!) 81688868 MR536364 44484		
From		To		Sent Date/Time	04/01/2022 21:05 PM

Hi Jerry,

Our technical adviser in the [REDACTED] area is involved in your case now. I understand a part has been ordered and is on its way.

Best,
[REDACTED]
Customer Retention
[REDACTED]
ref:_00DJ01qsDF_5003Z1Mhg1:ref

Date	04/12/2022	Subject	RE: (CRT - Tech Analyst Assistance Requested!) 81688868 MR536364 STRUNZ 44484
From	[REDACTED]	To	[REDACTED] Sent Date/Time 04/12/2022 18:55 PM

Hi Jerry,

The latest from the dealership is that the new radio is being installed now.

I hope to talk to you and finish this case up next week.

Best, [REDACTED]
[REDACTED] Customer Retention
[REDACTED]

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: 4/1/2022 5:05 PM
To: [REDACTED]
Subject: [REDACTED] (CRT - Tech Analyst Assistance Requested!) 81688868 | MR536364 | STRUNZ | 44484

Hi Jerry,

Our technical adviser in the [REDACTED] area is involved in your case now. I understand a part has been ordered and is on its way.

Best,
[REDACTED]
Customer Retention
[REDACTED]
[REDACTED] Z1Mhg1:ref

Date	04/27/2022	Subject	RE: (CRT - Tech Analyst Assistance Requested!) 81688868 MR536364 STRUNZ 44484
From	[REDACTED]	To	[REDACTED] Sent Date/Time 04/27/2022 21:56 PM

Hi [REDACTED]

Your service contract is attached to your vehicle's VIN. You can view or print your provisions and obtain additional information about your plan by going to our customer website at www.mopar.com. Select the MENU tab, then under the dropdown tab Service & Maintenance section, click on "Mopar Vehicle Protection" and then select Access Your Current Plan. You can click on Print or Request Provision. Request will require you to fill in mailing information and it will be mailed to you. Print will allow you to either print, or save the information to your computer. Your information will always be available online through Mopar.com.

Best,
[REDACTED]
[REDACTED] Customer Retention
[REDACTED]

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: 4/12/2022 2:55 PM
To: [REDACTED]
Subject: [REDACTED] (CRT - Tech Analyst Assistance Requested!) 81688868 | MR536364 | STRUNZ | 44484

Hi Jerry,

The latest from the dealership is that the new radio is being installed now.

I hope to talk to you and finish this case up next week.

Best, [REDACTED]
[REDACTED] Customer Retention
[REDACTED]

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: 4/1/2022 5:05 PM
To: [REDACTED]
Subject: [REDACTED] (CRT - Tech Analyst Assistance Requested!) 81688868 | MR536364 | STRUNZ | 44484

Hi Jerry,

Our technical adviser in the [REDACTED] area is involved in your case now. I understand a part has been ordered and is on its way.

Best,
[REDACTED]
Customer Retention
[REDACTED]
[REDACTED] Z1Mhg1:ref

Date	04/27/2022	Subject	RE: (CRT - Tech Analyst Assistance Requested!) 81688868 MR536364 STRUNZ 44484
From	[REDACTED]	To	[REDACTED] Sent Date/Time 04/27/2022 21:58 PM

Hi Jerry,

The previous email was sent to you in error. Please disregard.

Thank you,

[REDACTED]

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: 4/27/2022 5:56 PM
To: [REDACTED]
Subject: RE: (CRT - Tech Analyst Assistance Requested!) 81688868 | MR536364 | STRUNZ | 44484

Hi [REDACTED]

Your service contract is attached to your vehicle's VIN. You can view or print your provisions and obtain additional information about your plan by going to our customer website at www.mopar.com. Select the MENU tab, then under the dropdown tab Service & Maintenance section, click on "Mpar Vehicle Protection" and then select Access Your Current Plan. You can click on Print or Request Provision. Request will require you to fill in mailing information and it will be mailed to you. Print will allow you to either print, or save the information to your computer. Your information will always be available online through Mpar.com.

Best,

[REDACTED] Customer Retention

[REDACTED]

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: 4/12/2022 2:55 PM
To: [REDACTED]
Subject: RE: (CRT - Tech Analyst Assistance Requested!) 81688868 | MR536364 | STRUNZ | 44484

Hi Jerry,

The latest from the dealership is that the new radio is being installed now.

I hope to talk to you and finish this case up next week.

Best,

[REDACTED] er Retention

[REDACTED]

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: 4/1/2022 5:05 PM
To: [REDACTED]
Subject: RE: (CRT - Tech Analyst Assistance Requested!) 81688868 | MR536364 | STRUNZ | 44484

Hi Jerry,

Our technical adviser in the [REDACTED] area is involved in your case now. I understand a part has been ordered and is on its way.

Best,

[REDACTED]
Customer Retention
[REDACTED]
ref:_00Dj01qsDF_5003Z1Mhg11:ref

Date	05/27/2022	Subject	CHRYSLER Customer Care, Case: #81688868		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	05/27/2022 14:31 PM