

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)#

82541959

		Model Year	2021	Brand	
Body		Vehicle	PACIFICA HYBRID LIMITED		
Customer Provided		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Chat	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
		MA	0		
Dealer		495		Dealer Phone	
Dealer Address					
		MA	01852 4338		
Dealer Zone	Northeast	Sales District		Service District	B
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

	Create Date	Status
	01:14 AM	Open
	01:21 AM	Open
	01:22 AM	Closed

Initial Description

Chat Started: April 11, 2022, (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent (23s) Thank you for chatting with us, my name is with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. Chat Started: April 11, 2022, (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent (1m 32s) Thank you for chatting with us, my name is with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (3m 11s) Visitor: Hi Im a very angry and very disappointed with my hybrid. I dont know if you can help me. I need a serious solution. My suddenly lost power while my family was driving on the highway (3m) I apologize you are having a concern I would be happy to look into this with you. May please have you confirm your name, address, telephone number, email address and the last 8 of the for me please. (3m 27s) Visitor: It says service charging system (4m) Visitor: Musi Ae, 63 Rattlesnake Hill Road Andover MA n (4m 51s) Visitor: Its not your fault and pls dont feel Im mad at you. I need a solution from Chrysler. (5m 5s) I can certainly understand has it been towed to the local dealership ? (6m 1s) Visitor: I called tow truck to my house. The dealer is too far

Date

Date	
	Chat Started: Monday, [REDACTED] [REDACTED] (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent [REDACTED] ([REDACTED]) [REDACTED] Thank you for chatting with us, my name is [REDACTED] with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. Chat Started: Monday, [REDACTED] [REDACTED] (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent [REDACTED] (1m 32s) [REDACTED] Thank you for chatting with us, my name is [REDACTED] with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (3m 11s) Visitor: Hi [REDACTED] I'm a very angry and very disappointed with my Pacifica hybrid. I don't know if you can help me. I need a serious solution. My Pacifica suddenly lost power while my family was driving on the highway (3m 24s) [REDACTED] I apologize you are having a concern I would be happy to look into this with you. May please have you confirm your name, address, telephone number, email address and the last 8 of the [REDACTED] for me please. (3m 27s) Visitor: It says service charging system (4m 13s) Visitor: [REDACTED] [REDACTED] [REDACTED] MA [REDACTED] [REDACTED] [REDACTED] (4m 51s) Visitor: It's not your fault and pls don't feel I'm mad at you. I need a solution from Chrysler. (5m 5s) [REDACTED] I can certainly understand has it been towed to the local dealership? (6m 1s) Visitor: I called tow truck to my house. The dealer is too far
Date	

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82543368

Model Year	2021	Brand	
Body		Vehicle	PACIFICA HYBRID LIMITED
Customer Provided		Line of Business	CAC
Batch Case Information			Customer Assistance Center
Open Date		CAIR Type	Regular
Close Date		Origin	Telephone
Mileage	11,000 Miles	Market	U
Contact Email		Contact Phone	
Caller Address		Contact Mobile	
Caller City		Source	Customer
		Caller Country	USA
		Caller Postal Code	
Customer			
		MA	0
			USA
Dealer		INC.	Dealer Phone
Dealer Address			
		MA	01852 4338
Dealer Zone	Northeast	Sales District	Service District
			B
Subject	vehicle concern		
Synopsis	case closed		
Customer Anomaly	Battery		
	Additional details		
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly
			102
Reason Code	Sales - Complaint - Product - Vehicle concern - Additional details		
	Battery Issues		

Create Date	Status
	Open
	Closed

customer is calling because he is having issues with vehicle

Date	Comment
	Customer said that his vehicle shut off and he said lights came on. he said this happened yesterday while he was driving and that it was scary. vehicle said that a service of some sort needs to be done. vehicle is not drivable because it's dead so customer is asking for towing assistance and a rental agent advised that vehicle needs to be brought to dealer for a diagnosis then we can assist with a rental. customer was given contact info for roadside assistance and when he gets a diagnosis he will call us back for a rental if needed

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.)

82582382

Model Year	2020	Brand				
Body	RUES53	Vehicle	PACIFICA HYBRID LIMITED			
Customer Provided		Line of Business	CAC Customer Assistance Center			
Batch Case Information						
Open Date		CAIR Type	Regular	Status	Closed	
Close Date		Origin	Telephone	Reason		
Mileage	13,000 Miles	Market	U	Language	English	
Contact Email		Contact Phone		Contact Mobile		
Caller Address				Source	Customer	
Caller City		Caller Country		Caller Postal Code		
Customer	Owner	FAMILY				
Customer Address						
				2	USA	
Dealer						
Dealer Zone	M	Sales District		Service District	B	
Subject	Arbitration					
Synopsis	Updated/Provided requested information					
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					

Create Date	Status
	Open
	Closed

Vehicle stalls out

Date	Comment
	Previously the dealer did not fill the radiator with coolant. [REDACTED] said the vehicle stalled out in a busy intersection. Vehicle has been towed to the dealer. Dealer attempted to repair 2 times previously. Customer wants help for the dealer. [REDACTED] - [REDACTED]
	OUTGOING EMAIL TO DEALERSHIP Customer stated he is having issues with the vehicle stalling. Can you advise me on the diagnosis of the vehicle?
	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] FAMILY [REDACTED] [REDACTED] ERIC [REDACTED] stated that [REDACTED] was not in. [REDACTED] left her a message to let him know that we are waiting for an update from the DLR and once we have it we will gladly call him back
	*****INBOUND CUSTOMER CONTACT***** [REDACTED] [REDACTED] ERIC [REDACTED] Caller states the vehicle stops/stalls in traffic. Caller states the DLR advised him that this vehicle is unsafe, and Caller should seek repurchase/replacement. Caller states he is working with [REDACTED] ne (or something close to that, he can't quite remember her name). Caller states he bought 2 of these exact same vehicles at the same time, and that his vehicle has been perfectly fine. Caller's son's vehicle is unsafe and giving them nothing but problems. Caller also advised that the vehicle stopped/stalled while driving in traffic with human remains in the vehicle. Writer advised concerns have been noted in the file, and his [REDACTED] will be following up with him.
	Dispute Resolution Review Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAR to Dispute Resolution. Assigned CAR to [REDACTED] Review next steps in Case Activity. Provide feedback on L1/L2 handling to your Team Leader (You can re-escalate for another review with LLQ if more repair attempts occur, or VOR time extends to states requirements)
	OUTGOING EMAIL TO DEALERSHIP Customer stated he is having issues with the vehicle stalling. Can you advise me on the diagnosis of the vehicle?
	*****OUTBOUND DEALERSHIP CONTACT***** [REDACTED] [REDACTED] [REDACTED] stated that they have a STAR case on it. [REDACTED] Anne [REDACTED] stated that they need a PIN which is on Backorder, Part number 68381781AD Order Number 2462** Part Name MODULE Order Status Special ETA [REDACTED]
	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] [REDACTED] [REDACTED] Customer stated he was told by the dealership that we can get him out of the vehicle. Customer stated that he does not want it due to the 3 times that it has locked up all 4 wheels in traffic and had to have it towed to the dealership. Customer stated he understood the first 2 times but 3 is way to much. [REDACTED] stated he can look in the back of the owners manual and see what the next steps are. Customer stated he wants arbitration then
	Provided customer with requested arbitration information via email.

Date		Subject	Vehicle concern		
From		To		Sent Date/Time	

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

ref:_00Dj01qsDF_5003Z1P5 [REDACTED]

Date		Subject	Arbitration
From		To	Sent Date/Time

Dear [REDACTED] Family Funeral,

Based on conversation with a Stellantis Customer Care Advisor, below is the arbitration contact information:

[REDACTED]

or

[REDACTED] option 5 (Stellantis)

Your current case [REDACTED] will be closed. If you have any questions after 7 days, please contact , Chrysler Customer Care for additional assistance.

Thank you for allowing us to assist you in this matter.

Chrysler Customer Care
Stellantis Corporation

[REDACTED]

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New Customer Assistance Inquiry Record (CAIR)# 82615844

Model Year	2020	Brand	
Body	RUES53	V	P HYBRID LIMITED
Customer Provided		Line of Business	CAC Customer Assistance Center
Batch Case Information			
Open Date		CAIR Type	Regular
Close Date		Origin	Telephone
Mileage	20,000 Miles	Market	U
Contact Email		Contact Phone	
Caller Address		Contact Mobile	
Caller City		Source	Customer
		Caller Postal Code	
Customer			
			USA
Dealer		Dealer Phone	
Dealer Address		VD	
	ORCHARD PARK		1706 USA
Dealer Zone	Northeast	District	
		Service District	L
Subject	Technical assistance		
Synopsis	Customer is getting a lawyer.		
Customer Anomaly	Battery		
	Additional details		
Contact Reason	C105	Technical Issue With	Customer Anomaly 102 Battery Issues
Reason Code	- Complaint - Product - concern - Additional details		

Case Status History

Create Date	Status
	Open
	Suspended
05/23/2022 04:01 AM	Open
	Closed
	Open
	Closed

Initial Description

Dealership cannot diagnosis the issue

Case Comments

Date	Comment
	Customer states the died while she was driving back home. Customer got towed to the dealership and the is currently at the dealership now. Dealership has informed customer "several times" that they cannot figure out what is wrong with the and they cannot diagnosis it. Customer lives in Ney York and the is in Virginia Northside Chrysler Jeep Dodge, LLC Located in: Address: Phone:
	voice of customer was suppose to email from Chrysler customer state the dealer been working on all week . the dealer called customer not sure if fix customer paying to rental customer customer vehicle in another state . customer worried if she pickup vehicle and happen again . customer looking for vehicle be transfer to her home in
	CUSTOMER CALL* called and she advised that she wants her rental and hotel stay refunded. advised that it can be reviewed but did not make any promises have everything reviewed. She advised that her husband is going up to pick it up this weekend. advised that if you do not feel safe then se can go to different and awe will see what can be done. advised will call her next week and see how things went.
	CUSTOMER CALL* Called and advised that we will refund the tow bill from where the car is now to the in rk. advised that once she has that we will make check once is done.
	*****UPDATE FROM***** I received Pacifica this morning. Upon speaking with her she shared that she had the at a dealership in Virginia it died while driving. She picked it up it was repaired over Easter weekend and it died again shortly they got back on the road. She brought it to another dealership down that way but they weren't able to get it into the shop so she had it towed back home and dropped off with us. At this point we have not yet gotten a chance to look at it. She's currently out of town but I have a rental reservation set for her when she returns on Friday.
	***** Email sent to asking if they had a chance to look at the
	DLRCALL*** Called and spoke with and he advised that he Allison had left for the day He left her a note to email with an update.
	DLRCALL*** Called and spoke with Allison has it back they drove 169 miles and community and charged properly she says that she is picking but not sure if keeping it. advised that we will close this file but if she needs anything to call and we will see what can be done.
	OUTBOUDN CUSTOME CALL and she advised that she is not keeping the car. asked for her to send in the tow bill. She advised that she is sending in the food, gas and hotel stay for reimbursement. advised that they all will be reviewed and see what can be done.
	In-Service Date: Original Owner: Yes Mileage: purchase loyalty: 2 Org. Basic Warranty: 16, 2023 16 Months or 16,000 Miles Powertrain Warranty: 16, 2025 39 Months or 40,000 Miles Open recalls: n/a MMP plans: n/a LS: 0000 CCS: 15 *****
	2020 P HYBRID LIMITED/ - 00 / Goodwill Assistance. MARIE requesting review of cost assistance for repair of the repair for the towing bill. Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Receipts with RO attached Date of Repair: In-Service Date: Original Owner: Yes Mileage: purchase loyalty: 2 Org. Multiple Repairs: 1st repair on this concern Authorized Chrysler Dealership: Dealer Opinion: The dealership is suggesting to have the battery and battery sensors repaired to remedy the current issue. Just outside basic, which expired on August 26, 2018 BRE Towing: \$125.00 Total: Sub-Total: Tax: \$144.81 Grand total: \$1799.81 Co-Pay: \$0.00 Specialist is seeking reimbursement of \$1799.81 with a customer co-pay of \$0.00 on assistance for repair of the towing bill. Total for repair \$1799.81 Advised customer request is under review. will follow up when completed or within 2 business days. ***** Customer accepts and verifies the check should be mailed to the following name and address: [MARIE [90 LEASIDE DR] [WEST] USA
	CALL* Called and was not able to speak with anyone no answered the line.
	CUSTOMER CALL*** called and advised that we will give her tow bill and she is not happy. advised that as per warranty manual we do not compensate. advised that the check has been cut and when we see it has been sent we will close the file.
	TOWING CALL***** Called and asked for the manager. She advised that he will be back in half hour. advised will call back then.
	TOWING CALL***** Called and spoke with the manager and he advised that the bill has not been paid. advised that we will send direct check to him instead and he was happy with that.
	CALL* Called and go left VMasking him to call back with any kind of an update.
	CUSTOMER CALL* called and advised that we will be sending check to the tow company and that we are still waiting to hear back from the SM.

Date	Comment
	LR263089/82615844/ MARIE BETTI/ 2020 [REDACTED] P [REDACTED] HYBRID LIMITED/ [REDACTED] - [REDACTED] 00 / Goodwill Assistance. [REDACTED] is requesting review of cost assistance for repair of the repair for the towing bill. Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Receipts with RO attached Date of Repair: [REDACTED] In-Service Date: [REDACTED] Original Owner: Yes Mileage: 20000 [REDACTED] purchase loyalty: 2 Org. Multiple Repairs: 1st repair on this concern Authorized Chrysler Dealership: [REDACTED] Dealer Opinion: The dealership is suggesting to have the battery and battery sensors repaired to remedy the current issue. Just outside basic, which expired on August 26, 2018 BREAK DOWN Towing: \$125.00 Total: [REDACTED] Sub-Total: [REDACTED] Tax: \$144.81 Grand total: \$1799.81 Co-Pay: \$0.00 Specialist is seeking reimbursement of \$1799.81 with a customer co-pay of \$0.00 on assistance for repair of the towing bill. Total for repair \$1799.81 Advised customer request is under review. CM will follow up when completed or within 2 business days. ***** Customer accepts and verifies the check should be mailed to the following name and address: [REDACTED] [1923 Abbott road] [REDACTED] USA [REDACTED]
	****OUTBOUN [REDACTED] L* [REDACTED] CM called and was advised that they put the carpet and hatch in properly and was not able to duplicate her concern. The ticket was closed on May 18 she also had a rental [REDACTED] as well. Everything was covered under warranty.
	-Email from [REDACTED] - Thanks but this is not over. The front sensor of the van is now going off repeatedly, even when there is no-one/nothing in front of the van. We're looking into the [REDACTED] Lemon Law and have received the paperwork from the [REDACTED] Attorney General. —

Email(s)

Date	Subject	Technical assistance
From	To	Sent Date/Time
Good afternoon		
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:		
Your case number is # [REDACTED]		
The Chrysler Case Management telephone number is: [REDACTED]		
[REDACTED] direct extension: [REDACTED]		
My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.		
I will contact you within one business day of your appointment by telephone to review your case with you.		
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!		
Sincerely,		
Vickie		
[REDACTED] Case Manager		
[REDACTED] Ext. [REDACTED]		
ref:_00DJ01qsDF_5003Z1P6 [REDACTED]		

Date	Subject	Re: Technical assistance
From	To	Sent Date/Time
Hello Vickie, I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on this Thursday, [REDACTED] please have our van taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks. When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready. This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealership. Thank you~		
[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.		
On Friday, April 22, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:		
Good afternoon		
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:		
Your case number is # [REDACTED]		
The Chrysler Case Management telephone number is: [REDACTED]		
[REDACTED] direct extension: [REDACTED]		
My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.		
I will contact you within one business day of your appointment by telephone to review your case with you.		
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!		
Sincerely,		
Vickie		
[REDACTED] Case Manager		
[REDACTED] Ext. 3020211		
ref:_00DJ01qsDF_5003Z1P6 [REDACTED]		

Date	Subject	Re: Technical assistance
From	To	Sent Date/Time

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

Vickie

Case Manager

Ext.

Original Message

From: T.

Sent: 9:50 AM

To:

Subject: Re: Technical assistance

Hello Vickie, I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on this Thursday. [REDACTED] please have our van taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks.

When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready.

This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealership.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is #82615844

The Chrysler Case Management telephone number is: [REDACTED]

My direct extension: [REDACTED]

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

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

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

Sincerely,

[REDACTED]

Case Manager

Ext. [REDACTED]

ref_00DJ01qsDF_5003Z1P6 [REDACTED]

Date	Subject	Re: Technical assistance
From	To	Sent Date/Time

Hi Vickie, I have made arrangements with a towing company to pick up the van but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

████████████████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, 2022, ██████████ EDT, US Customer Care ██████████ wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

██████████

██████████ Case ██████████

██████████ Ext. ██████████

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

From: T. ██████████

Sent: 9:50 AM

To: ██████████

Subject: Re: Technical assistance

Hello Vickie, I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at ██████████ in ██████████ on this Thursday, ██████████ please have our van taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks. When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the ██████████ Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready.

This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the van, bring it to ██████████ and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, ██████████ at the ██████████ dealership.

Thank you~

████████████████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, ██████████ EDT, US Customer Care ██████████ wrote:

Good afternoon

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

Your case number is # ██████████

The Chrysler Case Management telephone number is: ██████████

My direct extension: ██████████

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

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

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

Sincerely,

Vickie

██████████ Case ██████████

██████████ Ext. ██████████

██████████_5003Z1P6 ██████████

Date	██████████	Subject	Re: Technical assistance
From	██████████	To	██████████ Sent Date/Time

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

██████████
██████████ Case Ma ██████████
██████████ Ext. 3020211

Original Message

From: T. ██████████
Sent: ██████████
To: ██████████
Subject: Re: Technical assistance

Hi Vickie, I have made arrangements with a towing company to pick up the van but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

██████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, 2022, ██████████ EDT, US Customer Care ██████████ wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

██████████
██████████ Case Ma ██████████
██████████ Ext. ██████████

Original Message

From: T. ██████████
Sent: 9:50 AM
To: ██████████
Subject: Re: Technical assistance

Hello Vickie, I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at ██████████ in ██████████ on this Thursday, ██████████ please have our van taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks.

When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the ██████████ Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready.

This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the van, bring it to ██████████ and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, ██████████ at the ██████████ dealership.

Thank you~

██████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, ██████████ EDT, US Customer Care ██████████ wrote:

Good afternoon

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

Your case number is # ██████████

The Chrysler Case Management telephone number is: ██████████

My direct extension: ██████████

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

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

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

Sincerely,

██████████
██████████ Case Ma ██████████
██████████ Ext. ██████████
ref_00DJ01qsDF_5003Z1P6X&b:ref

Date	██████████	Subject	Re: Technical assistance
From	██████████	To	██████████ Sent Date/Time

Hi [REDACTED] My [REDACTED] just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.

Thanks for keeping up on this.

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Monday, May 2, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]

Subject: Re: Technical assistance

Hi [REDACTED] I have made arrangements with a towing company to pick up the [REDACTED] but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, 2022, [REDACTED] US Customer Care [REDACTED] wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]

Subject: Re: Technical assistance

Hello [REDACTED] I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our [REDACTED] at [REDACTED] in [REDACTED] on this Thursday, [REDACTED] please have our [REDACTED] taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of [REDACTED]. We have been inconvenienced for the past 9 days and now possibly few weeks.

When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my [REDACTED] will be ready.

This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the [REDACTED] bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealership.

Thank you

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is # [REDACTED]

The Chrysler Case Management telephone number is: [REDACTED]

My direct extension: [REDACTED]

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

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

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

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. 3020211

ref_00DJ01qsDF_5003Z1P6 [REDACTED]

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

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

██████████

██████████ Case ██████████

██████████ Ext. 3020211

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

From: T. ██████████
Sent: ██████████
To: ██████████
Su

Hi ██████████ My ██████████ just arrived to the ██████████ dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town the rest of this week.

Thanks for keeping up on this.

██████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On ██████████ May 2, 2022, ██████████ EDT, US Customer Care ██████████ wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

██████████

██████████ Case ██████████

██████████ Ext. ██████████

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

From: T. ██████████
Sent: ██████████ 3
To: ██████████

Subject: Re: Technical assistance

Hi ██████████ I have made arrangements with a towing company to pick up the ██████████ but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

██████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, 2022, ██████████ US Customer Care ██████████ wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

██████████

██████████ Case ██████████

██████████ Ext. ██████████

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

From: T. ██████████
Sent: ██████████
To: ██████████

noe

Hello ██████████ I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our ██████████ at ██████████ in ██████████ on this Thursday, ██████████ please have our ██████████ taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks.

When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the ██████████ Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my ██████████ will be ready.

This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the ██████████ bring it to ██████████ and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, ██████████ at the ██████████ dealership.

Thank you

██████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, ██████████ EDT, US Customer Care ██████████ wrote:

Good afternoon

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

Your case number is # ██████████

The Chrysler Case Management telephone number is: ██████████

My direct extension: ██████████

My work hours are: ██████████ Eastern Standard Time ██████████ Friday.

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

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

Sincerely,

[REDACTED]

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

ref_00Dj01qsDF_5003Z1P6 [REDACTED]

Date		Subject	Re: Technical assistance
From		To	Sent Date/Time

Good afternoon

I hope that you had a good mother's day. I am still waiting for [REDACTED] [REDACTED] to get back to me on the issue. Once I do hear I will let you know.

Sincerely,

[REDACTED]

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

From: US Customer Care [REDACTED]

Sent: [REDACTED] 11:31 AM

To: [REDACTED]

Subject: Technical assistance

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

[REDACTED]

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

From: [REDACTED] T. [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: [REDACTED]

Hi [REDACTED] My [REDACTED] just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town the rest of this week.

Thanks for keeping up on this.

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Monday, May 2, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

[REDACTED]

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

From: [REDACTED] T. [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Re: Technical assistance

Hi [REDACTED] I have made arrangements with a towing company to pick up the [REDACTED] but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be destroyed or your cooperation.

On Thursday, April 28, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

[REDACTED]

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

Original Message

From: T. [REDACTED]
Sent: 9:50 AM
To: [REDACTED]

noe

Hello [REDACTED] I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on Thursday, [REDACTED] please have our van taken there for service. The Morgantown, WV dealership told us this morning that the [REDACTED] ar [REDACTED] ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks.

When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I do [REDACTED] I should return because I have no idea when my van will be ready.

This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealership.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is # [REDACTED]

The Chrysler Case Management telephone number is: [REDACTED]

My direct extension: [REDACTED]

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

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

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

Sincerely,

[REDACTED]

[REDACTED] Case Ma [REDACTED]

[REDACTED] Ext. [REDACTED]

[REDACTED]

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

Good afternoon

I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

Sincerely,

[REDACTED]

[REDACTED] Case Ma [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Good afternoon

I hope that you had a good mother's day. I am still waiting for [REDACTED] to get back to me on the issue. Once I do hear I will let you know.

Sincerely,

[REDACTED]

[REDACTED] Case Ma [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: US Customer Care [REDACTED]
Sent: [REDACTED] 11:31 AM
To: [REDACTED]
Subject: Re: Technical assistance

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

[REDACTED]

[REDACTED] Case Ma [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

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

Hi [REDACTED] My [REDACTED] just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.

Thanks for keeping up on this.

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Monday, May 2, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Hi [REDACTED] I have made arrangements with a towing company to pick up the [REDACTED] but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Hello [REDACTED] I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our [REDACTED] at [REDACTED] in [REDACTED] on this Thursday, [REDACTED] please have our [REDACTED] taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of [REDACTED]. We have been [REDACTED] inconvenienced for [REDACTED] past 9 days and now possibly few weeks.

When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my [REDACTED] will be ready.

This is certain, Chrysler will be reimbursing us for all of this inconvenience, [REDACTED] rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the [REDACTED] bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealership.

Thank you

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

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

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

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED] Ext. [REDACTED]

ref_00Dj01qsDF_5003Z1P6Xlb:ref

Date	Subject	Re: Technical assistance
From	To	Sent Date/Time

Hi [REDACTED] I just resent the email I sent to you yesterday with the towing bill attached.
Thanks

Sent from myiPhone

> On May 11, 2022, at [REDACTED] US Customer Care [REDACTED] wrote:

> Good afternoon

> I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

> Sincerely,

> [REDACTED]

> STELL [REDACTED] Case Manager

> [REDACTED] Ext. [REDACTED]

> [REDACTED]

> [REDACTED] Original Message [REDACTED]

> From: US Customer Care [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: Technical assistance

> Good afternoon

> I hope that you had a good mother's day. I am still waiting for [REDACTED] to get back to me on the issue. Once I do hear I will let you know.

> Sincerely,

> [REDACTED]

> STELL [REDACTED] Case Manager

> [REDACTED] Ext. [REDACTED]

> [REDACTED]

> [REDACTED] Original Message [REDACTED]

> From: US Customer Care [REDACTED]

> Sent: [REDACTED] 11:31 AM

> To: [REDACTED]

> Subject: Re: Technical assistance

> Good morning

> I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

> Sincerely,

> [REDACTED]

> STELL [REDACTED] Case Manager

> [REDACTED] Ext. [REDACTED]

> [REDACTED]

> [REDACTED] Original Message [REDACTED]

> From: [REDACTED] T. [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: Technical assistance

> Hi [REDACTED] My [REDACTED] just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.

> Thanks for keeping up on this.

> [REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

> On Monday, May 2, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

> Good afternoon

> I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

> Sincerely,

> [REDACTED]

> STELL [REDACTED] Case Manager

> [REDACTED] Ext. [REDACTED]

> [REDACTED]

> [REDACTED] Original Message [REDACTED]

> From: [REDACTED] T. [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Cc: [REDACTED]

> Subject: Re: Technical assistance

> Hi [REDACTED] I have made arrangements with a towing company to pick up the [REDACTED] but they haven't picked it up as of right now. I believe they are planning to get it tomo I'll keep you posted.

> Thank you~

> [REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

> On Thursday, April 28, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

> Good morning

> I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

>

> Sincerely,

> Vickie

> [REDACTED]

> [REDACTED] Ext. [REDACTED]

>

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

> From: T. [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Cc: [REDACTED]

> Subject: Re: Technical assistance

>

> Hello Vickie, I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on this Thursday, April 28th, please have our van taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks.

> When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready.

> This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealership.

> Thank you

> T. [REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

>

> On Friday, April 22, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

>

> Good afternoon

>

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

>

> Your case number is # [REDACTED]

>

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

>

> [REDACTED] direct extension: [REDACTED]

>

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

>

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

>

>

>

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

>

>

> Sincerely,

> Vickie

> [REDACTED]

> [REDACTED] Ext. [REDACTED]

> [REDACTED]

>

Date	Subject	
[REDACTED]	Re: Technical assistance	
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED] 01:54 AM

Hello, Did you receive the email with the towing bill that I sent yesterday? I forwarded it again today. Please let me know and Ill see if I can send it again.

Thanks~

Sent from myiPhone

> On May 11, [REDACTED] at [REDACTED] MARIE [REDACTED] wrote:

>

> Hi Vickie, I just resent the email I sent to you yesterday with the towing bill attached.

> Thanks

>

> Sent from myiPhone

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

>>>

>>> Good afternoon

>>>

>>> I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

>>>

>>> Sincerely,

>>>

>>> Vickie

>>>

>>> [REDACTED]

>>>

>>> [REDACTED] Ext. [REDACTED]

>>>

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

>>> From: US Customer Care [REDACTED]

>>> Sent: [REDACTED]

>>> To: [REDACTED]

>>> Su [REDACTED] assistance

>>>

>>> Good afternoon

>>>

>>> I hope that you had a good mother's day. I am still waiting for [REDACTED] to get back to me on the issue. Once I do hear I will let you know.

>>>

>>> Sincerely,

>>>

>> Vickie
>>
>> ██████████ Case Manager
>>
>> 1 ██████████ Ext. 3020211
>>
>>
>> ----- Original Message -----
>> From: US Customer Care ██████████
>> Sent: ██████████ 11:31 AM
>> To: ██████████
>> Subject: Re: Technical assistance
>>
>> Good morning
>>
>> I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.
>>
>> Sincerely,
>>
>> Vickie
>>
>> ██████████ Case Manager
>>
>> 1 ██████████ Ext. ██████████
>>
>>
>> ----- Original Message -----
>> From: ██████████ T. ██████████
>> Sent: ██████████
>> To: ██████████
>> Subject: Re: Technical assistance
>>
>> Hi Vickie, My ██████████ just arrived to the ██████████ dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.
>> Thanks for keeping up on this.
>> ██████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.
>>
>> On Monday, May 2, 2022, ██████████ EDT, US Customer Care ██████████ wrote:
>>
>> Good afternoon
>>
>> I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.
>>
>> Sincerely,
>>
>> Vickie
>>
>> ██████████ Case Manager
>>
>> 1 ██████████ Ext. 3020211
>>
>>
>> ----- Original Message -----
>> From: ██████████ T. ██████████
>> Sent: 4/28/2022 3:36 PM
>> To: ██████████
>> Cc: ██████████
>> Su ██████████ nce
>>
>> Hi Vickie, I have made arrangements with a towing company to pick up the ██████████ but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.
>> Thank you~
>> ██████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.
>>
>> On Thursday, April 28, 2022, 12:00:03 PM EDT, US Customer Care ██████████ wrote:
>>
>> Good morning
>>
>> I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.
>>
>> Sincerely,
>>
>> Vickie
>>
>> ██████████ Case Manager
>>
>> 1 ██████████ Ext. ██████████
>>
>>
>> ----- Original Message -----
>> From: ██████████ T. ██████████
>> Sent: ██████████ 9:50 AM
>> To: ██████████
>> Cc: ██████████
>> Subject: Re: Technical assistance
>>
>> Hello Vickie, I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our ██████████ at ██████████ in ██████████ on this Thursday, April 28th, please have our ██████████ taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks.
>> When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the ██████████ Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my ██████████ will be ready.
>> This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the ██████████ bring it to ██████████ and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, 4/28/22 at the ██████████ dealers
>> Thank you~
>> ██████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.
>>
>> On Friday, April 22, 2022, 03:00:40 PM EDT, US Customer Care ██████████ wrote:
>>
>> Good afternoon
>>

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

>>

>> Your case number is # [REDACTED]

>>

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

[REDACTED] direct extension: [REDACTED]

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

>>

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

>>

>>

>>

>>

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

>>

>>

>> Sincerely,

>>

>>

>> STELLANTIS Case Manager

>>

>> 1 [REDACTED] Ext. [REDACTED]

>>

>> [REDACTED]

>>

Date	05/16/2022	Subject	Re: Technical assistance
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	05/16/2022 16:25 PM

Hi Vicky, Here is the tow bill. I have not paid this yet, I thought Chrysler could send the payment directly to Miller's Collision. Please let me know that you have received this. Also, I wrote down your other email address but I forgot and left it at home this morning, so if you do not receive this attachment, please send that email to me again and I'll send it to that email address. Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Wednesday, May 11, 2022, 05:50:02 PM EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

Sincerely,

[REDACTED]

STELLANTIS Case Manager

1 [REDACTED] Ext. [REDACTED]

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

From: US Customer Care [REDACTED]

Sent: 5/9/2022 5:21 PM

To: [REDACTED]

Subject: Assistance

Good afternoon

I hope that you had a good mother's day. I am still waiting for West Herr to get back to me on the issue. Once I do hear I will let you know.

Sincerely,

[REDACTED]

STELLANTIS Case Manager

1 [REDACTED] Ext. [REDACTED]

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

From: US Customer Care [REDACTED]

Sent: 5/4/2022 11:31 AM

To: [REDACTED]

Subject: Re: Technical assistance

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

[REDACTED]

STELLANTIS Case Manager

1 [REDACTED] Ext. [REDACTED]

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

From: [REDACTED] T. [REDACTED]

Sent: 5/2/2022 1:30 PM

To: [REDACTED]

Subject: Re: Technical assistance

Hi [REDACTED] My [REDACTED] just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.

Thanks for keeping up on this.

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be destroyed and deleted or your cooperation.

On Monday, May 2, 2022, 01:16:02 PM EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

noe

Hi [REDACTED] I have made arrangements with a towing company to pick up the van but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, 2022, [REDACTED] US Customer Care [REDACTED] wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]

Sent: [REDACTED] 9:50 AM

To: [REDACTED]

Subject: Re: Technical assistance

Hello [REDACTED] I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on this Thursday, [REDACTED] please have our van taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks.

When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready.

This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealers

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is # [REDACTED]

The Chrysler Case Management telephone number is: [REDACTED]

My direct extension: [REDACTED]

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

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

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

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

[REDACTED]

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

Good afternoon

I am not able to do that. You will have to pay for the bill then we would look to see what can be refunded. Once you have paid for it just send me the little debit receipt and I will look to see what can be done.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Hi Vicki, Here is the tow bill. I have not paid this yet, I thought Chrysler could send the payment directly to [REDACTED] Collision. Please let me know that you have received this. Also, I wrote down your other email address but I forgot and left it at home this morning, so if you do not receive this attachment, please send that email to me again and I'll send it to that email address. Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be destroyed or your cooperation.

On Wednesday, May 11, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

Sincerely,

Vickie

[REDACTED] Case Manager

Ext. [REDACTED]

Original Message

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Good afternoon

I hope that you had a good mother's day. I am still waiting for [REDACTED] to get back to me on the issue. Once I do hear I will let you know.

Sincerely,

Vickie

[REDACTED] Case Manager

Ext. [REDACTED]

Original Message

From: US Customer Care [REDACTED]
Sent: 5/4/2022 11:31 AM
To: [REDACTED]
Subject: Assistance

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

Vickie

[REDACTED] Case Manager

Ext. [REDACTED]

Original Message

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

Hi Vickie, My [REDACTED] just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.

Thanks for keeping up on this.

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Monday, May 2, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

Vickie

[REDACTED] Case Manager

Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Hi Vickie, I have made arrangements with a towing company to pick up the [REDACTED] but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be destroyed or your cooperation.

On Thursday, April 28, 2022, [REDACTED] US Customer Care [REDACTED] wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

Vickie

[REDACTED] Case Ma [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Re: Technical assistance

Hello Vickie, I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on this Thursday, [REDACTED] please have our van taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks. When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the Summersville Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready. This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealership.

Thank you

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is [REDACTED]

The Chrysler Case Management telephone number is: [REDACTED]

My direct extension: [REDACTED]

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

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

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

Sincerely,

Vickie

[REDACTED] Case Ma [REDACTED]

[REDACTED] Ext. [REDACTED]

[REDACTED]

Date	05/27/2022	Subject	Re: Technical assistance
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	05/27/2022 17:10 PM

Hello Vickie, I distinctly remember you telling me that Chrysler would pay for the towing. In fact, I had you on speaker, on my phone and my co-worker heard you say that also. Did you receive the rest of the bills for this claim?

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, May 26, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am not able to do that. You will have to pay for the bill then we would look to see what can be refunded. Once you have paid for it just send me the little debit receipt and I will look to see what can be done.

Sincerely,

Vickie

[REDACTED] Case Ma [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]

Sent: 5/16/2022 12:25 PM

To: [REDACTED]

Subject: Re: Technical assistance

Hi Vicky, Here is the tow bill. I have not paid this yet, I thought Chrysler could send the payment directly to Miller's Collision. Please let me know that you have received this. Also, I wrote down your other email address but I forgot and left it at home this morning, so if you do not receive this attachment, please send that email to me again and I'll send it to that email address. Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Wednesday, May 11, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

Sincerely,

[REDACTED]

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

From: US Customer Care [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Re: Technical assistance

Good afternoon

I hope that you had a good mother's day. I am still waiting for [REDACTED] to get back to me on the issue. Once I do hear I will let you know.

Sincerely,

Vickie

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

From: US Customer Care [REDACTED]

Sent: [REDACTED] 11:31 AM

To: [REDACTED]

Subject: Re: Technical assistance

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

[REDACTED]

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

From: [REDACTED] T. [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Re: Technical assistance

Hi Vickie, My [REDACTED] just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.

Thanks for keeping up on this.

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Monday, May 2, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

Vickie

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

From: [REDACTED] T. [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Re: Technical assistance

Hi Vickie, I have made arrangements with a towing company to pick up the [REDACTED] but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

Vickie

[REDACTED] Case Manager

[REDACTED] Ext. 3020211

Original Message

From: [REDACTED]
Sent: 9:50 AM
To: [REDACTED]
[REDACTED]
noe

Hello [REDACTED] I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on this Thursday, [REDACTED] please have our van taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks. When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready. This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to VW to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealership.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is # [REDACTED]

The Chrysler Case Management telephone number is: [REDACTED]

My direct extension: [REDACTED]

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

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

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

Sincerely,

[REDACTED]

[REDACTED] Case Ma [REDACTED]

[REDACTED] Ext. [REDACTED]

ref_00DJ01qsDF_ [REDACTED] [REDACTED]

Date	Subject	Fw: Technical assistance
From	To	Sent Date/Time

Third Request

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

----- Forwarded Message ----- From: [REDACTED] T. [REDACTED] To: US Customer Care [REDACTED] Sent: Friday, May 27, 2022, 01:09:56 PM EDT Subject: Re: Techni s c

Hello [REDACTED] I distinctly remember you telling me that Chrysler would pay for the towing. In fact, I had you on speaker, on my phone and my co-worker heard you say that also. Did you receive the rest of the bills for this claim?

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be i for your cooperation.

On Thursday, May 26, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am not able to do that. You will have to pay for the bill then we would look to see what can be refunded. Once you have paid for it just send me the little debit receipt and I will look to see what can be done.

Sincerely,

[REDACTED]

[REDACTED] Case Ma [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Hi Vicky, Here is the tow bill. I have not paid this yet, I thought Chrysler could send the payment directly to [REDACTED] Collision. Please let me know that you have received this. Also, I wrote down your other email address but I forgot and left it at home this morning, so if you do n ive this attachment, please send that email to me again and I'll send it to that email address. Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Wednesday, May 11, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

Sincerely,

[REDACTED]

[REDACTED] Case Ma [REDACTED]

Ext. [REDACTED]

Original Message

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Good afternoon

I hope that you had a good mother's day. I am still waiting for [REDACTED] to get back to me on the issue. Once I do hear I will let you know.

Sincerely,

Vickie

[REDACTED] Manager

Ext. [REDACTED]

Original Message

From: US Customer Care [REDACTED]
Sent: 5/4/2022 11:31 AM
To: [REDACTED]
Subject: Re: Technical assistance

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

Vickie

[REDACTED] Manager

Ext. [REDACTED]

Original Message

From: T. [REDACTED]
Sent: 5/2/2022 1:30 PM
To: [REDACTED]
Subject: Re: Technical assistance

Hi Vickie, My van just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.
Thanks for keeping up on this.

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Monday, May 2, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

[REDACTED] Manager

Ext. [REDACTED]

Original Message

From: T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
[REDACTED] noe

Hi Vickie, I have made arrangements with a towing company to pick up the van but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

[REDACTED] Manager

Ext. [REDACTED]

Original Message

From: T. [REDACTED]
Sent: [REDACTED] 9:50 AM
To: [REDACTED]
Subject: Re: Technical assistance

Hello Vickie, I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on this Thursday, April 28th, please have our van taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of

ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks. When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready. This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to VW to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealers

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is # [REDACTED]

The Chrysler Case Management telephone number is: [REDACTED]

My direct extension: [REDACTED]

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

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

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

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

ref:_00Dj01qsDF_[REDACTED] [REDACTED]

Date	[REDACTED]	Subject	RE: Fw: Technical assistance
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from West-herr. I have also put in for your towing bill I am still waiting to hear back from the towing company you used to confirm that it was paid in full. Once I hear back from them they will be able to get the check out for you.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

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

From: [REDACTED]

Sent: 6/

To: [REDACTED]

Subject: Fw: Technical assistance

Third Request

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

----- Forwarded Message ----- From: [REDACTED] US Customer Care [REDACTED] Friday, May 27, 2022,

[REDACTED] EDT Subject: Re: Technical assistance

[REDACTED] distinctly remember you telling me that Chrysler would pay for the towing. In fact, I had you on speaker, on my phone and my co-worker heard you say that also. Did you receive the rest of the bills for this claim?

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, May 26, 2022, 12:43:07 PM EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am not able to do that. You will have to pay for the bill then we would look to see what can be refunded. Once you have paid for it just send me the little debit receipt and I will look to see what can be done.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

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

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Su

Hi Vicky, Here is the tow bill. I have not paid this yet, I thought Chrysler could send the payment directly to [REDACTED] Please let me know that you have received this. Also, I wrote down your other email address but I forgot and left it at home this morning, so if you do n [REDACTED] attachment, please send that email to me again and I'll send it to that email address. Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Wednesday, May 11, 2022, 05:50:02 PM EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

Sincerely,

Vickie

██████████ Case Manager

██████████ Ext. ██████████

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

From: US Customer Care ██████████

Sent: ██████████

To: ██████████

Subject: Re: Technical assistance

Good afternoon

I hope that you had a good mother's day. I am still waiting for ██████████ to get back to me on the issue. Once I do hear I will let you know.

Sincerely,

Vickie

██████████ Case Manager

██████████ Ext. ██████████

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

From: US Customer Care ██████████

Sent: ██████████ 11:31 AM

To: ██████████

Subject: Technical assistance

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

Vickie

██████████ Case Manager

██████████ Ext. ██████████

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

From: T. ██████████

Sent: ██████████

To: ██████████

Subject: Technical assistance

Hi Vickie, My ██████████ just arrived to the ██████████ dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.

Thanks for keeping up on this.

██████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Monday, May 2, 2022, ██████████ EDT, US Customer Care ██████████ wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

Vickie

██████████ Case Manager

██████████ Ext. ██████████

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

From: T. ██████████

Sent: ██████████

To: ██████████

Subject: Technical assistance

no

Hi Vickie, I have made arrangements with a towing company to pick up the ██████████ but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

██████████ This transmission is privileged and confidential. If this email has been improperly directed or received, it must be destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, 2022, ██████████ EDT, US Customer Care ██████████ wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

Vickie

██████████ Case Manager

██████████ Ext. 3020211

Original Message

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

Subject: Re: Technical assistance

Hello [REDACTED] I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on this Thursday, [REDACTED] please have our van taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of [REDACTED] s. We have been e[nough] inconvenienced for the past 9 days and now possibly few weeks. When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready. This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to VW to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealers

Thank you

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be destroyed or your cooperation.

On Friday, April 22, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is # [REDACTED]

The Chrysler Case Management telephone number is: [REDACTED]

My direct extension: [REDACTED]

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

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

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

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

ref:_00DJ01qsDF [REDACTED] [REDACTED]

Date	[REDACTED]	Subject	RE: Fw: Technical assistance
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Good morning

I just got off the phone with [REDACTED] and they had advised that you have had the vehicle back since May 18th. They corrected the carpets and the hatch. I also see that the check has been issued to the Miller's. At this time I will be closing your file. If there is any other issues you can give a call in and the case [REDACTED] that works with the dealer of your choosing will be able to assist. You have a good weekend and stay safe.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: al assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from West-herr. I have also put in for your towing bill I am still waiting to hear back from the towing company you used to confirm that it was paid in full. Once I hear back from them they will be able to get the check cut for you.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. [REDACTED]

Original Message

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

Third Request

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

Forwarded Message From: [REDACTED] US Customer Care [REDACTED] Sent: Friday, May 27, 2022, 1:00 PM
Subject: Re: Technical assistance

[REDACTED] distinctly remember you telling me that Chrysler would pay for the towing. In fact, I had you on speaker, on my phone and my co-worker heard you say that also. Did you receive the rest of the bills for this claim?

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be destroyed or your cooperation.

immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, May 26, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am not able to do that. You will have to pay for the bill then we would look to see what can be refunded. Once you have paid for it just send me the little debit receipt and I will look to see what can be done.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED] Ext. [REDACTED]

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

From: [REDACTED] T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Hi Vicky, Here is the tow bill. I have not paid this yet, I thought Chrysler could send the payment directly to Miller's Collision. Please let me know that you have received this. Also, I wrote down your other email address but I forgot and left it at home this morning, so if you do not receive this attachment, please send that email to me again and I'll send it to that email address. Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be
i or your cooperation.

On Wednesday, May 11, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED] Ext. [REDACTED]

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

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

Good afternoon

I hope that you had a good mother's day. I am still waiting for [REDACTED] to get back to me on the issue. Once I do hear I will let you know.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED] Ext. [REDACTED]

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

From: US Customer Care [REDACTED]
Sent: [REDACTED] 11:31 AM
To: [REDACTED]
Subject: Assistance

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED] Ext. [REDACTED]

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

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

Hi [REDACTED] My [REDACTED] just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town the rest of this week.
Thanks for keeping up on this.

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be
i or your cooperation.

On Monday, May 2, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

[REDACTED]

[REDACTED]

Ext. [REDACTED]

Original Message

From: T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Hi [REDACTED] I have made arrangements with a towing company to pick up the van but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.
Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be destroyed or your cooperation.

On Thursday, 28, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

[REDACTED]
[REDACTED] Case [REDACTED]
[REDACTED] Ext. [REDACTED]

Original Message

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

Hello [REDACTED] I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on Thursday, [REDACTED] please have our van taken there for service. The Morgantown, WV dealership told us this morning that the [REDACTED] ar [REDACTED] ours. We have been extremely inconvenienced for the past 9 days and now possibly few weeks. When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the Summersville Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my van will be ready. This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealership.

Thank you [REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, 22, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is [REDACTED]

The Chrysler Case Management telephone number is: [REDACTED]

My direct extension: [REDACTED]

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

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

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

Sincerely,

[REDACTED]
[REDACTED] Case [REDACTED]
[REDACTED] Ext. [REDACTED]
ref:_00Dj01qsDF_ [REDACTED] [REDACTED]

Date	Subject	RE: Fw: Technical assistance
From	To	Sent Date/Time

Good morning

The check has been sent to the towing company. I will be closing the file. If there is anything that you need in the future give us a call and we will see what we can assist you with.

Sincerely,

[REDACTED]
[REDACTED] Case [REDACTED]
[REDACTED] Ext. [REDACTED]

Original Message

From: US Customer Care [REDACTED]
Sent: [REDACTED] 10:41 AM
To: [REDACTED]
Subject: [REDACTED] al assistance

Good morning

I just got off the phone with [REDACTED] and they had advised that you have had the vehicle back since May 18th. They corrected the carpets and the hatch. I also see that the check has been is [REDACTED] Miller's. At this time I will be closing your file. If there is any other issues you can give a call in and the case [REDACTED] that works with the dealer of your choosing will be able to assist. You have a good weekend and stay safe.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. 3020211

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

From: US Customer Care [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Technical assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from West-herr. I have also put in for your towing bill I am still waiting to hear back from the towing company you used to confirm that it was paid in full. Once I hear back from them they will be able to get the check cut for you.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. 3020211

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

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: [REDACTED]

Third Request

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be or your cooperation.

----- Forwarded Message ----- From: [REDACTED] US Customer Care [REDACTED] Friday, May 27, 2022, EDT Subject: Re: Techni

Hello [REDACTED] I distinctly remember you telling me that Chrysler would pay for the towing. In fact, I had you on speaker, on my phone and my co-worker heard you say that at [REDACTED] d you receive the rest of the bills for this claim?

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be or your cooperation.

On Thursday, May 26, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am not able to do that. You will have to pay for the bill then we would look to see what can be refunded. Once you have paid for it just send me the little debit receipt and I will look to see what can be done.

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. 3020211

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

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: [REDACTED]

Hi Vicky, Here is the tow bill. I have not paid this yet, I thought Chrysler could send the payment directly to [REDACTED] Please let me know that you have received this. Also, I wrote down your other email address but I forgot and left it at home this morning, so if you do n [REDACTED] tachment, please send that email to me again and I'll send it to that email address. Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be or your cooperation.

On Wednesday, May 11, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

Sincerely,

[REDACTED]

[REDACTED] Case [REDACTED]

[REDACTED] Ext. 3020211

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

From: US Customer Care [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Re: Technical assistance

Good afternoon

I hope that you had a good mother's day. I am still waiting for [REDACTED] to get back to me on the issue. Once I do hear I will let you know.

Sincerely,

[REDACTED]

[REDACTED]
[REDACTED] Ext. [REDACTED]

Original Message

From: US Customer Care [REDACTED]
Sent: [REDACTED] 11:31 AM
To: [REDACTED]
Subject: [REDACTED] assistance

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

Vickie

[REDACTED]
[REDACTED] Ext. [REDACTED]

Original Message

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

Hi Vickie, My [REDACTED] just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.

Thanks for keeping up on this.

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Monday, May 2, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

Vickie

[REDACTED]
[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] noe

Hi Vickie, I have made arrangements with a towing company to pick up the [REDACTED] but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

Vickie

[REDACTED]
[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Hello Vickie, I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our [REDACTED] at [REDACTED] in [REDACTED] on this Thursday, [REDACTED] please have our [REDACTED] taken there for service. The Morgantown, WV dealership told us this morning that they have 26 cars in front of us. We have been inconvenienced for the past 9 days and now possibly few weeks.

When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I don't know when I should return because I have no idea when my [REDACTED] will be ready.

This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the [REDACTED] bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, 4/28/22 at the [REDACTED] dealers

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, April 22, 2022, 03:00:40 PM EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is # [REDACTED]
The Chrysler Case Management telephone number is: [REDACTED]
My direct extension: 3020211
My work hours are: [REDACTED] Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Sincerely,

[REDACTED]
[REDACTED] Case Manager
[REDACTED] Ext. 3020211
ref_00DJ01qsDF_[REDACTED]:ref

Date	06/23/2022	Subject	Re: Technical assistance
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	06/23/2022 13:01 PM

Thanks but this is not over. The front sensor of the van is now going off repeatedly, even when there is no-one/nothing in front of the van. We're looking into the NY Lemon Law and have received the paperwork from the NY Attorney General.

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Friday, [REDACTED] 08:56:46 AM EDT, US Customer Care [REDACTED] wrote:

Good morning

The check has been sent to the towing company. I will be closing the file. If there is anything that you need in the future give us a call and we will see what we can assist you with.

Sincerely,

[REDACTED]
[REDACTED] Case Manager
[REDACTED] Ext. 3020211

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

From: US Customer Care [REDACTED]
Sent: 6/9/2022 10:41 AM
To: [REDACTED]
Subject: al assistance

Good morning

I just got off the phone with West Herr and they had advised that you have had the vehicle back since May 18th. They corrected the carpets and the hatch. I also see that the check has been issued to the Miller's. At this time I will be closing your file. If there is any other issues you can give a call in and the case manager that works with the dealer of your choosing will be able to assist. You have a good weekend and stay safe.

Sincerely,

[REDACTED]
[REDACTED] Case Manager
[REDACTED] Ext. 3020211

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Fw: Technical assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from West-herr. I have also put in for your towing bill I am still waiting to hear back from the towing company you used to confirm that it was paid in full. Once I hear back from them they will be able to get the check out for you.

Sincerely,

[REDACTED]
[REDACTED] Case Manager
[REDACTED] Ext. 3020211

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

From: Marie T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Fw: Technical assistance

Third Request

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be destroyed and deleted. Thank you for your cooperation.

----- Forwarded Message ----- From: [REDACTED] US Customer Care [REDACTED] Friday, May 27, 2022, 5:56 PM EDT Subject: Re: Technical assistance

[REDACTED] I distinctly remember you telling me that Chrysler would pay for the towing. In fact, I had you on speaker, on my phone and my co-worker heard you say that al d you receive the rest of the bills for this claim?

i [REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be or your cooperation.

On Thursday, May 26, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am not able to do that. You will have to pay for the bill then we would look to see what can be refunded. Once you have paid for it just send me the little debit receipt and I will look to see what can be done.

Sincerely,

Vickie

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

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

Hi Vickie, Here is the tow bill. I have not paid this yet, I thought Chrysler could send the payment directly to [REDACTED] Please let me know that you have received this. Also, I wrote down your other email address but I forgot and left it at home this morning, so if you do n attachment, please send that email to me again and I'll send it to that email address. Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Wednesday, May 11, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I am still waiting to hear back from the dealer. I was also wondering if you had a chance to send in the tow bill?

Sincerely,

Vickie

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

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

Good afternoon

I hope that you had a good mother's day. I am still waiting for [REDACTED] [REDACTED] to get back to me on the issue. Once I do hear I will let you know.

Sincerely,

Vickie

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

From: US Customer Care [REDACTED]
Sent: [REDACTED] 11:31 AM
To: [REDACTED]
Subject: Re: Technical assistance

Good morning

I hope that you are having a good day. I have emailed the dealer I am just waiting for them to get back to me. Once I do hear something I will let you know. I will also ask if they would be able to send me the receipt as well.

Sincerely,

Vickie

[REDACTED] Case Manager

[REDACTED] Ext. [REDACTED]

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Technical assistance

Hi Vickie, My van just arrived to the [REDACTED] dealership this morning so I am waiting for the bill myself. I'll pass it on to you as soon as I am able. I will be out of town for the rest of this week.
Thanks for keeping up on this.

i [REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be or your cooperation.

On Monday, May 2, 2022, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

I hope that you are having a good day. I was just wondering if you had a chance to attach the bill to this email? If you have it has not shown up as of yet. I will keep my eyes open for them.

Sincerely,

Vickie

[REDACTED]
[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]
Sent: [REDACTED]
To: [REDACTED]

noe

Hi Vickie, I have made arrangements with a towing company to pick up the van but they haven't picked it up as of right now. I believe they are planning to get it tomorrow. I'll keep you posted.

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be immediately destroyed and deleted. Thank you for your cooperation.

On Thursday, April 28, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good morning

I hope that you are doing well. I was just wondering if you were able to get the vehicle to your dealer? If so you can attach the tow receipts to this email. Once I see them I will have it looked at.

Sincerely,

Vickie

[REDACTED]
[REDACTED] Ext. [REDACTED]

Original Message

From: [REDACTED] T. [REDACTED]
Sent: [REDACTED] 9:50 AM
To: [REDACTED]

Subject: Re: Technical assistance

Hello Vickie, I hope you're doing well. I left you a voice mail Saturday and then again this morning. We have an appointment for our van at [REDACTED] in [REDACTED] on this Thursday, [REDACTED] please have our van taken there for service. The Morgantown, WV dealership told us this morning that the [REDACTED] ar [REDACTED] s. We have been e [REDACTED] nconvenienced for the past 9 days and now possibly few weeks.

When I spoke with you on Friday, you indicated to me that you were "confident" my car was repaired. When my husband left very early Saturday morning to pick it up, he took an overnight bag because neither of us were "confident" at all. Thank God, nothing happened to him when the car stopped running again - about 60 miles away from the [REDACTED] Dealership. My husband missed our grandson's First Communion on Saturday, something we can't ever get back. I am driving a rental car, which I do [REDACTED] I should return because I have no idea when my van will be ready.

This is certain, Chrysler will be reimbursing us for all of this inconvenience, the rental cars, hotel stays, gas, and food. We are not going back to WV to pick this car up. So, Chrysler needs to get the van, bring it to [REDACTED] and that dealership will repair it, if it can even be repaired. Again, we have an appointment on Thursday, [REDACTED] at the [REDACTED] dealers

Thank you~

[REDACTED] This transmission is privileged and confidential. If this email has been improperly directed or received, it must be or your cooperation.

On Friday, April 22, [REDACTED] EDT, US Customer Care [REDACTED] wrote:

Good afternoon

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

Your case number is # [REDACTED]

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

My direct extension: [REDACTED]

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

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

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

Sincerely,

Vickie

[REDACTED]
[REDACTED] Ext. [REDACTED]

ref_00DJ01qsDF_ [REDACTED] :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.)

**MILLER'S COLLISION INC.**1923 ABBOTT ROAD
LACKAWANNA, NY 14218**Road
Service**

FINISH _____		FINISH _____		FINISH _____	
START _____		START <u>MLL</u>		START <u>710</u>	
TOTAL <u>301 miles</u>		TOTAL _____		TOTAL _____	
REASON FOR TOW				SPECIAL EQUIPMENT	
☐ ACCIDENT		☐ ABANDONED		☐ _____ NG	
☐ ARREST		☐ STOLEN CAR		☐ DUAL LINE WINCHING	
☐ UNREGISTERED		☐ BREAK DOWN		☐ SNATCH BLOCKS	
☐ TOW ZONE		☐ LOCK OUT		☐ SCOTCH BLOCKS	
☐ SNOW REMOVAL		☒ START		☐ DOLLY	
☐ FLAT TIRE		☐ OUT OF GAS			
☐ IMPOUNDED		☐			
☐		☐			
TYPE OF TOW		TOWED PER ORDER OF			
☐ SLING/ HOIST TOW		☐ STATE POLICE			
☒ FLAT BED/ RAMP		☐ LOCAL POLICE			
☐ WHEEL LIFT		☒ OWNER			
☐		☐ DEALER			
STORAGE FROM				TOWING CHARGE <u>125.00</u>	
_____ TO _____ DAYS @ \$ <u>5.00</u>				MILEAGE CHARGE <u>1505.00</u>	
PAID BY				EXTRA PERSON	
☐ CASH ☐ CHECK ☐ MC ☐ VISA ☐ AMEX ☐ EXP. DATE _____				SPECIAL EQUIPMENT	
CC NO. _____				LABOR CHARGE	
DATE <u>5-22-22</u>				STORAGE	
SUB-TOTAL <u>1630.00</u>				TOTAL <u>1775.00</u>	

40126

Not responsible for loss or damage to vehicle
in case of fire, theft or any other cause beyond our control.**Thank You**

PRODUCT 2525

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)# 82616978

Model Year		Brand	
Body		V	H LIMITED
Customer Provided		Line of Business	CAC Customer Assistance Center
Batch Case Information			
Open Date		CAIR Type	Regular
Close Date		Origin	Telephone
Mileage	000 Miles	Market	U
Contact Email		Contact Phone	
Caller Address		Contact Mobile	
Caller City		Source	Customer
Caller Country	USA	Caller Postal Code	
Customer	M		
Customer Address			
		WI	USA
Dealer		Dodge	
Dealer Address		Dealer Phone	
		District	
		Service District	I
Subject			
Synopsis	Transmission replaced under warranty.		
Customer Anomaly	Electronics		
	Engine Electronics		
Contact Reason	C105	Technical Issue With	Customer Anomaly 12 Electronic engine issues (wiring)
Reason Code	Sales - Complaint - Product - concern - Additional details		

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Customer seeking for concerns.

Case Comments

Date	Comment
	Customer stated the shuts off when driving highway speeds. currently at the dlr for the last 30 days. Customer confirmed Current location - Customer description of concern - shuts off mid operation Rental (N) Current diagnosis - TBD Date of last DLR visit/last diagnosis - serve charging system Current servicing dealer/dealer contact - Nature of "most recent" dealer contact - shuts off mid operation Confirm customer telephone and email, as well as best contact method and time - spouse, phone: email: anytime)
	Dispute Resolution Review Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Dispute Resolution. Assigned CAIR to Review next steps in Case Activity. Provide feedback on L1/L2 handling to your Team Leader (You can re-escalate for another review with LLQ if more repair attempts occur, or VOR time extends to states requirements)
	*****GOODWILL QUALIFIER Type of M In Service Date: 5/25 Concern: shuts off while driving Mileage: 000 miles Original Owner: Yes Purchase Loyalty: 1 new, 0 used Open Recalls: No MWP plans: No SC Owner: No Multiple Repairs/ Previous related repairs: Unknown Other.*****
	****OUTBOUND DEALERSHIP CONTACT****M Dodge M H called the DLR and spoke to He confirmed that the customer had a transmission issue with a transmission DTC. The DLR was unable to replicate the transmission concern, but still replaced the transmission. He stated that the customer picked the up on April Concern: shuts off while driving
	****OUTBOUND CUSTOMER CONTACT**** HIP & M M H LVMasking the customer to call back. provided her telephone number, extension, and the case number.
	****INBOUND CUSTOMER CONTACT**** HIP & M M LVMon April 26 requesting a call back at
	****OUTBOUND CUSTOMER CONTACT**** HIP & M M LVMfor at advising him that we would send the case to a specialized team to look into his request for a buyback. advised that he can call back should he have any further questions. provided her contact details and the case number.
	Dispute Resolution Review Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Dispute Resolution. Assigned CAIR to Review next steps in Case Activity. Provide feedback on L1/L2 handling to your Team Leader (You can re-escalate for another review with LLQ if more repair attempts occur, or VOR time extends to states requirements)
	****INBOUND DEALERSHIP CONTACT****M Dodge M H Caller is He stated that the customer picked up their one week ago. The transmission was replaced. They have not called back to complain about any other issues. advised that they wanted their bought back, but it did not qualify under the terms for lemon law. Since the is repaired, we will move forward and close the case. Concern: shuts off while driving
	****OUTBOUND CUSTOMER CONTACT**** HIP & M M LVMfor at advising him that we have been advised that the has been repaired and returned to him so we must move forward and close the case in two business days. asked him to call back to discuss the case. provided her contact details and the case number. Note: The does not qualify for lemon law so the case was returned to for handling.
	****INBOUND CUSTOMER CONTACT**** HIP & M M H Caller is He LVMadvising that he wants to be refunded for the He does not understand why the case is being closed.
	****OUTBOUND CUSTOMER CONTACT**** HIP & M M H called back to discuss the case. advised that we received his request for a buyback. told him that she LVMon April 29 stating that we would reassign the case to a specialized team to look into the request. advised that that team was not able to buy the back because it did not qualify under the terms of lemon law. He asked why it did not qualify. reported that she is not qualified to discuss legal matters. The customer stated that he has contacted a lawyer. He does not feel the is safe for his family. He has no confidence in the The customer stated that there are no further mechanical issues that need to be addressed. He is worried that it will die in traffic on the interstate. advised that since there are no further mechanical repairs to address and the has been returned to him, we must move forward and close the case. He would like to submit a Demand Letter to He requested the corporate address. provided the address. The customer reported that the DLR was great to work with.

Email(s)

Date		Subject	
From		To	Sent Date/Time 15:03

Hello Hip:
Thank you for contacting the Chrysler [REDACTED] nagement Team. I have been assigned as your case [REDACTED] Here is some important information that may be helpful:

Case Number: [REDACTED]
Telephone Number: [REDACTED] ext. 3020402
Work Hours: [REDACTED] - [REDACTED] EST

Please feel free to contact me via e-mail or telephone. Thank you.

[REDACTED]
[REDACTED]

Date	Subject	RE: Lemon Law
From	To	Sent Date/Time

Good Evening Hip,
I followed up with John Amato Chrysler 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 to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact me, please contact me at [REDACTED]

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

From: [REDACTED] Customer Care [REDACTED]
Sent: [REDACTED] 11:03 AM
To: [REDACTED]
Subject: Lemon Law

Hello Hip:
Thank you for contacting the Chrysler [REDACTED] nagement Team. I have been assigned as your case [REDACTED] Here is some important information that may be helpful:

Case Number: [REDACTED]
Telephone Number: [REDACTED] ext. 3020402
Work Hours: [REDACTED] - [REDACTED] EST

Please feel free to contact me via e-mail or telephone. Thank you.

[REDACTED]
[REDACTED]

Date	Subject	Re: Lemon Law
From	To	Sent Date/Time

Hi [REDACTED]

I left you a VMon Tuesday. We would like to return the vehicle and request a refund of the purchase price, fees, and sales tax. We're concerned about the vehicles safety, given that the transmission issues and the fact that it's been in the repair shop for over 30 days now within the first year we've owned it.

Please let me know what the next steps are to returning the vehicle. Thanks.

[REDACTED]

On Wed, Apr 27, 2022 at [REDACTED] Customer Care <[REDACTED]> wrote:

> Good Evening Hip,
> I followed up with John Amato Chrysler 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 to your satisfaction, there is no need for you to
> contact me back. However, I will leave your case open for two more days
> prior to closing it. If you do need to contact me, please contact me at
> [REDACTED]

>

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

> From: [REDACTED] Customer Care [REDACTED]
> Sent: [REDACTED] 11:03 AM
> To: [REDACTED]
> Subject: Lemon Law

> Hello Hip:
> Thank you for contacting the Chrysler [REDACTED] nagement Team. I have been
> assigned as your case [REDACTED] Here is some important information that may
> be helpful:

> Case Number: [REDACTED]
> Telephone Number: [REDACTED] ext. 3020402
> Work Hours: [REDACTED] - [REDACTED] EST

> Please feel free to contact me via e-mail or telephone. Thank you.

> [REDACTED]
> [REDACTED]

>

Date	Subject	First Contact with Customer by [REDACTED]
From	To	Sent Date/Time

Case [REDACTED] has been assigned to you after Dispute Resolution Qualification (LLQ). A First Contact with Customer by [REDACTED] has been assigned to you. Please contract the customer within 24 business hours.

FCA Customer Retention Team

Date	Subject	Re: Lemon Law
------	---------	---------------

From		To		Sent Date/Time	
------	--	----	--	----------------	--

Hi

I'm following up on the VMI left you today. Please let me know where I should send my request for a refund and VMI form to.

Per Wisconsin Statue. s.218.0171, we are entitled to a refund of the full purchase price (\$54,130.68), fees (\$593), sales tax (\$2,124.13), and expenses related to a bike hitch installation (\$347.10). The vehicle has been out of service for over 30 days because a defect during its first year of warranty. There has been an issue with the transmission, causing it to shut down while operating at highway speeds. Given that this is the primary vehicle for transporting our three young children, we are highly concerned that this defect poses a high safety risk.

Thanks.

On Thu, Apr 28, 2022 at 9:48 AM H.P. wrote:

> Hi

>

> I left you a VMI on Tuesday. We would like to return the vehicle and request a refund of the purchase price, fees, and sales tax. We're concerned about the vehicle's safety, given that the transmission issues and the fact that it's been in the repair shop for over 30 days now within the first year we've owned it.

>

> Please let me know what the next steps are to returning the vehicle.

> Thanks.

>

> On Wed, Apr 27, 2022 at US Customer Care < wrote:

>

>> Good Evening Hip,

>> I followed up with 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 to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact me, please contact me at

>>

>>

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

>> From: US Customer Care

>> Sent: 11:03 AM

>> To:

>> Subject: Lemon Law

>>

>> Hello Hip:

>> Thank you for contacting the Case Management Team. I have been assigned as your case manager. Here is some important information that may be helpful:

>>

>> Case Number:

>> Telephone Number: ext. 3020402

>> Work Hours: - EST

>>

>> Please feel free to contact me via e-mail or telephone. Thank you.

>>

>> Case Manager

>> ref_00Dj01qsDF_ :ref

>>

>>

Date	05/04/2022	Subject	Case Closure
From		To	
		Sent Date/Time	05/04/2022 14:57 PM

Hello [REDACTED]
Thank you for taking the time to discuss your vehicle with me today. I am glad to hear that your vehicle has been repaired and returned to you. We will now move forward and close the case. We would like to ensure that you have our contact information and your case number as follows:

Case Number: [REDACTED]
Customer Assistance Center: [REDACTED] (to open a new case)
Case Management: [REDACTED] ext. 3020402

We would like to advise you that we attempt to conduct a satisfaction survey upon closure of a case, therefore, you could potentially receive a survey by email or phone. We would ask that you complete the survey so we will know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for your time and for being a loyal FCA customer. It has been a pleasure working with you [REDACTED]

[REDACTED] Case [REDACTED]

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Lemon Law

Hi [REDACTED]

I'm following up on the VM I left you today. Please let me know where I should send my request for a refund and VM M2691 form to.

Per Wisconsin Statute, s.218.0171, we are entitled to a refund of the full purchase price (\$54,130.68), fees (\$593), sales tax (\$2,124.13), and expenses related to a bike hitch installation (\$347.10). The vehicle has been out of service for over 30 days because a defect during its first year of warranty. There has been an issue with the transmission, causing it to shut down while operating at highway speeds. Given that this is the primary vehicle for transporting our three young children, we are highly concerned that this defect poses a high safety risk.

Thanks.

[REDACTED]
On Thu, Apr 28, [REDACTED] at 9:48 AM H.P. [REDACTED] wrote:

> Hi [REDACTED]

>
> I left you a VM on Tuesday. We would like to return the vehicle and request a refund of the purchase price, fees, and sales tax. We're concerned about the vehicle's safety, given that the transmission issues and the fact that it's been in the repair shop for over 30 days now within the first year we've owned it.

> Please let me know what the next steps are to returning the vehicle.
> Thanks.

> [REDACTED]

> On Wed, Apr 27, [REDACTED] at 6:56 PM US Customer Care <[REDACTED]> wrote:

>> Good Evening [REDACTED]
>> I followed up with John Amato Chrysler 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 to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact me, please contact me at [REDACTED]

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

>> From: US Customer Care [REDACTED]
>> Sent: [REDACTED] 11:03 AM
>> To: [REDACTED]
>> Subject: Lemon Law

>> Hello [REDACTED]
>> Thank you for contacting the Chrysler Case Management Team. I have been assigned as your case [REDACTED]. Here is some important information that may be helpful:

>> Case Number: [REDACTED]
>> Telephone Number: [REDACTED] ext. 3020402
>> Work Hours: [REDACTED] - [REDACTED] EST

>> Please feel free to contact me via e-mail or telephone. Thank you.

>> [REDACTED] Case [REDACTED]
>> ref:_00Dj01qsDF_5003Z1P6Zf9: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)#				82662415	
Model Year	2021	Brand			
Body		Vehicle	P	HYBRID TOURING L	
Customer Provided		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage	27,200 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Dealer	41080	CARL BURGER DODGE		Dealer Phone	
Dealer Address					
	SA				USA
Dealer Zone	California	Sales District		Service District	N
Subject	Parts On Back Order				
Synopsis	another case being worked on.				
Customer Anomaly					
Contact Reason	C75	Part Not Available/Backordered	Customer Anomaly		
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
07:50 PM	Open
09:21 PM	Closed
08/19/2022 09:53 PM	Suspended
08:25 PM	Open
11:00 PM	Closed
09/02/2022 08:57 PM	Open
09/06/2022 05:44 PM	Closed
09/27/2022 06:25 PM	Suspended
04:01 AM	Open
04:44 PM	Closed

Initial Description

Customer called the car is at the dealer and it needs a transmission on back order

looking for Rental assistance

Looking for Part assistance

Case Comments

Date	Comment
	Customer called the car is at the dealer and it needs a transmission on back order looking for Rental assistance Looking for Part assistance he is frustrated taking ubers to get around agent advised he can also check with his insurance. he wants to rent a vehicle. the dealer told him he could get a rental and submit for a possible reimbursement
	Outbound Customer Contact reached out to CST as they stated they had a recall and needed a rental, CST stated the vehicle needs a new transmission, CST would like to be provided an updated on the repair completion also how long till the parts come in.
	Outbound Customer Contact CST stated the DLR wanted them to pay for car payment The DLR stated that they are unable to remove the error code, D as they advised the CST to contact corporate to authorize a repair, CST car will die in one day its intermittent as its not able to be duplicated. advised without an error cod that they cant order any parts for the repair. May 3rd the CST got the car back. CST would rather have a car that works and doesn't stall on the freeway.
	"Voice of the Customer:" called regarding case "Actions Taken:" transfer to cm "Next Steps"
	Inbound Customer Contact CST called and stated to have the vehicle taken into the DLR, C as the advised if the DLR is able to provide the CST a rental or loaner that will cover the it until the repairs have been completed.
	Inbound Customer Contact CST stated the first DLR couldn't find the problem as the CST is hoping the second DLR hoping they will be able to duplicate the concern, CST would like to be contacted on Friday this week.
	Outbound Dealer Contact hasn't been at the DLR since April 21 to April 29th CST has already pick up.
	*****Inbound Call from ***** calls in wanting to know about reimbursement and states that there are new issues in regards to vehicle again and would like to know who he would speak with. states that the case has been sent to the Document Verification Team and that they are further looking at his case in regards to reimbursement. states that they can create a new case CC
	Reassigning the case back to the previous since the customer replied.
	*****Inbound Call from ***** contacts in regards to another case that was made and states that case was made yesterday and that it was closed. was confused and stated that the agent stated to make an appointment and is scheduled for tomorrow. stated that they need rental assistance and the agent stated that as long as he makes an appointment, he can be assisted for rental. stated that once the vehicle is at the then can see if they can assist. also stated that they see the cx was asking about reimbursement for the previous rental they had. states they see the rental agreement but need an R/O to see if they can help with reimbursement. stated that they don't have one because the was unable to fix their vehicle. states that they have a letter from the states that they can send it for further assistance and states they will contact them tomorrow in regards of rental to see what they can do.
	*****Inbound Call from ***** contacts the and states that they were waiting for call. apologizes and states that they lost track of time. states that the stated that they would not help cx with rental and asked for rental authorization. states that the stated that the previous was supposed to do a reset on vehicle, which apparently they never did. stated that there are 22 stored air codes and that the reset would have stopped the issue. states that they can authorize \$50 a day for 10 days and anything further would be sent up for further review. was wondering if that would help cover a vehicle similar to his own. states that's all they can authorize at this time. asks for to email from the s email as well as themselves so that could help with rental.
	*****Outbound Call to Call ***** contacts the to see if there are updates in regards to vehicle. disconnects the line an emails that is working with cx
	*****Outbound call to Dlr***** contacts the to see if he had picked up vehicle as the had been told that it is by disconnects the line. did email to see if cx had picked up vehicle
	is closing case and created new case 83990054
	Upon review, case was already handled by an and as per process , case should be reassigned to the for further review and assistance

Email(s)

Date		Subject	Parts On Back Order		
From		To		Sent Date/Time	
Good	Mr.				
Thank You for allowing Chrysler Customer Care the opportunity to address your concern. Our primary focus is your satisfaction. Your Case Number : (PST) My Work Hours Are : 11:00 AM- (PST) Please don't hesitate to make contact if you have any question or concerns. Thank you for your patience and cooperation. Signature Mack Case Management EXT 4061963 ref:_00Dj01qsDF_5003Z1P7r1a:ref					

Date		Subject	Parts On Back Order		
From		To		Sent Date/Time	
Good	Mr.				
Thank You for allowing Chrysler Customer Care the opportunity to address your concern. Our primary focus is your satisfaction. Your Case Number : 82662415 My Work Hours Are : 11:00 AM- (PST) Please don't hesitate to make contact if you have any question or concerns. Thank you for your patience and cooperation. Signature Mack Case Management EXT ref:_00Dj01qsDF_5003Z1P7r1a:ref					

Date		Subject	Re: Parts On Back Order		
From		To		Sent Date/Time	

May 4, [REDACTED] (5 days ago)

to Chrysler

Hi Chrysler,

I have another case number. It is [REDACTED] My case manager's name is

[REDACTED] I took my car to the dealership and they did not fix the

problem. It's under warranty. I need it fixed. It is dangerous to

drive. Please let me know what Chrysler plans to do to take care of my situation.

The service manager at the dealership wrote me this email I received just 11 minutes ago. Here it is:

"Brian Nelson

12:12 PM (11 minutes ago)

to me, michelle

Good morning Sir,

Yes I have received the email and I have it for my records. I understand

the concern in which you are having on behalf of the Pacifica but at this

time we can not perform repairs as we haven't had the Pacifica show any

signs of concerns at this time. During the 4 day visit the Pacifica was

driven and we try to recreate the concern but due to no stalling or no

Check Engine light we weren't able to continue with any form of repair.

Please reach out to Chrysler customer care at [REDACTED] to start a case

with them so that they can also record your concerns on the Factory side as

well. There isn't a way for me to provide any additional means of

transportation at this time as this would need to be addressed with Chrysler.

I've forwarded this email to my District parts and service rep to make sure

that he is aware of the concerns you have but it will still be best for you

to start a case with Chrysler due to the concerns in which you described to

me while you were here at the dealership.

Sincerely,

[REDACTED]
Fixed Operations Director

[REDACTED]
Chrysler Dodge Jeep Ram

I await your response.

John [REDACTED]

1:11 PM (14 minutes ago)

to Chrysler

Hi Chrysler support. I sent you an email on May 4th at 12:25 pm. Did you

get it? Are you going to respond?

John [REDACTED]

On Mon, May 9, [REDACTED] at [REDACTED] US Customer Care [REDACTED]

wrote:

> Good [REDACTED] Mr. [REDACTED]

>

> Thank You for allowing Chrysler Customer Care the opportunity to address

> your concern. Our primary focus is your satisfaction.

> Your Case Number: [REDACTED]

> My Work Hours Are : 11:00 AM - [REDACTED] (PST)

> Please don't hesitate to make contact if you have any question or

> concerns. Thank you for your patience and cooperation.

>

> Signature

> [REDACTED]

> [REDACTED] Case Management

> [REDACTED] EXT [REDACTED]

>

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>

>

Date	Subject	Re: Parts On Back Order
From	To	Sent Date/Time

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