

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)#

83097541

VIN		Model Year	2021	Brand	CHR
Body		Vehicle	CHR	PACIFICA HYBRID TOURING	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/07/2022	CAIR Type	Regular	Status	Closed
Close Date	06/07/2022	Origin	Telephone	Reason	
Mileage	9,927 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
Dealer		ER CHR	JEEP DODGE	Dealer Phone	
Dealer Address					
Dealer Zone	California	Sales District	CA	92008 4311	USA
				Service District	M
Subject	Rental/Vehicle concern				
Synopsis	Customer is taking vehicle for diagnosis				
Customer Anomaly	Electronics				
	Engine Electronics				
Contact Reason	C184	Request For Rental Vehicle	Customer Anomaly	12	Electronic engine issues (wiring)
Reason Code	Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
06/07/2022 07:57 PM	Open
06/07/2022 08:17 PM	Closed

Initial Description

Customer calling in stating that the vehicle is randomly shutting off while driving on freeway over 60MPH, he gets a message and this is his only vehicle. He wants to know if he could get a rental while the dealership fixes the car.

Case Comments

Date	Comment
06/07/2022	Customer calling in to say that his vehicle is randomly shutting off nd giving an error message when he gets to 60 MPH. He has had this issue before a month ago and they did a software update, now he is having the issue again. This is his only vehicle and wants to know if he can get a rental while they fix. advised that per policy diagnosis' have to be within 14 days and that he can pay out of pocket for rental and submit receipts for possible reimbursement. Customer was wanting to know for sure that he would get approved for rental reimbursement if he paid out of pocket, informed he can submit receipts for possible reimbursement. handles rentals and approvals. Closing case.

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New Customer Assistance Inquiry Record (CAIR)#

83110269

VIN		Model Year	2020	Brand	CHR
Body	RUES53	Vehicle	CHR	PACIFICA HYBRID LIMITED	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/08/2022	CAIR Type	Regular	Status	Closed
Close Date	07/20/2022	Origin	Telephone	Reason	
Mileage	21,600 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
				1	USA
Dealer		JEEP CHR	DODGE, INC.	Dealer Phone	
Dealer Address					
				11753 1004	USA
Dealer Zone	Northeast	Sales District		Service District	H
Subject	Vehicle				
Synopsis	CRT has opened a new case				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	9	Vehicle Stalling
Reason Code	Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/08/2022 05:57 PM	Open
07/20/2022 04:36 PM	Closed

Initial Description

while driving, had to be towed to No loaner available advised at least 1 week until diagnosis

Case Comments

Date	Comment
06/08/2022	Delay in diagnosis at least one week before will be able to look at vehicle. No rental/ loaner Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: ANY Latest call time: ANY Updates via email: YES Vehicle location:
06/14/2022	***Voice Of Customer*** called in about a follow up for this, not seeing any notes that the specialist called back customer customer would like follow up on this asap ***Actions Taken*** added notes on account, advised of wait period for the callback ***Next Steps*** awaiting callback
06/16/2022	Cx called to speak to agent connected to
06/16/2022	CUSTOMER CONTACT: called to speak his CM Warm Transfer to me successful Customer is in a rental 9 days I have authorized 10 days Dealer call follow up required.
06/24/2022	The customer had called in asking to speak with CM. Transferred him over for further assistance.
06/24/2022	*** Outbound Dealer Contact*** SA not available and will not be back until Tuesday
06/27/2022	*** CUSTOMER CONTACT*** is currently at the dealer and the SA is not in and the service sent him to parts to get an update. As of this writing the Dealer Service has provided no usable assistance for the parts. I will be reaching out to the parts as well.
	Outbound Customer Contact LVM for .follow call to collect appointment details at the dealer or repair completion details to move case to close.
07/20/2022	CRT has open case - Please close this one

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New Customer Assistance Inquiry Record (CAIR)#83122319

VIN		Model Year	2019	Brand	CHR
Body		Vehicle	CHR PACIFICA HYBRID TOURING PLU		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/09/2022	CAIR Type	Regular	Status	Closed
Close Date	06/09/2022	Origin	Telephone	Reason	
Mileage	40,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address					Customer
Caller City	ules	Caller Country	USA	Caller Postal Code	
Customer	MARY				
Customer Address					
Subject	warranty/rental				
Synopsis	let customer know options for rental and warranty coverages.				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly		
Reason Code	Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
06/09/2022 04:20 PM	Open
06/09/2022 04:24 PM	Closed

Initial Description

customer called in regards to his vehicle being under diagnosis and wants a rental to be covered through warranty

Case Comments

Date	Comment
06/09/2022	customer was driving when the engine cut off and has taken to dealership to diagnose issue dealership claimed the customer had an extended warranty but only had his normal warranties with no service contract but let the customer know that it could still possibly be covered under powertrain if the issue is found and comes from the engine while handling the customer compass was down but i believe that his issue may be in regards to the open recall on their vehicle and should inform customer about it next steps close case.

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New Customer Assistance Inquiry Record (CAIR)# **83173926**

VIN		Model Year	2019	Brand	
Body	RUES53	V		PACIFICA HYBRID LIMITED	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/14/2022	CAIR Type	Regular	Status	Closed
Close Date	06/29/2022	Origin	Telephone	Reason	
Mileage	37,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Dealer					
Dealer Address					
Dealer Zone					
Subject					
Synopsis					
Customer Anomaly					
Contact Reason					
Reason Code	Sales - Complaint - Product - concern - Additional details				

Case Status History

Create Date	Status
06/14/2022 02:09 PM	Open
06/29/2022 01:04 PM	Closed

Initial Description

stalling

Case Comments

Date	Comment
06/14/2022	customer claims on Saturday his stalled this happened before in January they replaced the coolant heater was towed to dealer and is exhibiting the same issues again only a few months part being replaced and customer is worried about when it will be done as he is without a customer had issues like this in January customer is looking for assistance on this as it is a duplicate concern and it stalled in the middle of an intersection this time last time case was escalated to and he would like it sent up to him again in reference to case number
06/16/2022	****OBC TO DLR **** called for more info on was with another at the moment left my number and ext and will follow up on June 21 ,2022 ****OBC TO CX **** called with info and for voc, says is doing a horrible job with keeping the updated with whats going on with Dear Mr ,? This is from customer care im reaching out about your case # you have open with us, i am offering reimbursement for a rental for 5 days at \$60 a day during diagnosis period , once repairs are complete i will send you an email that you will reply to and send the documents of the rental you rented and i will review them and if everything looks good i will continue the reimbursement process. our next follow up will be June 21 st ,2022? customer care? Y Is customer in rental? N Parts on B/O? Y/N (If yes, provide part number and order number) STAR Case? Y/N (If yes, provide number) Days off road (If known) Current location of Repeat issue? N Previous Related Cases/Goodwill/DM Notes: N Customer Concern/Issue/Request:
06/20/2022	****IBC TO **** called and is wondering if will still be calling him on ,2022 , told i will be connecting with him on our follow up day. was pleased with this and will be waiting .
06/22/2022	reached out to dealer to speak with she was unavailable. reached out to Customer who states that dealer called and advised that the battery. Customer does not believe that a dead battery caused the to stall. Customer states he has picked up paid 400 for the battery. Customer states he will battery tested. advised we will allow Customer to drive the to se if issue is still present and will follow back up.
06/23/2022	***INBOUND CUSTOMER C wanted to know how to send rental invoice. advised to reply to email and attach document and he understood.
06/27/2022	****OBC TO DLR **** called for on repairs , says the just got brought in this morning and is looking at , is currently in the diagnosis period , says stalled on the freeway when was driving , is not in a rental at the moment next follow up date for will be June 21th,2022. ****OBC TO CX**** called for follow up ad updates on , stated for too look at my email as he emailed me his response .****EMAIL TO CX*** Dear Investments LLC? ,? This is from customer care i am reaching out about your case # you have open with us , firstly i am so sorry for the amount of in convince this has caused in you and your family's lives, i completely understand your concern and i can assure you i will do my very best to assist you with this these issues at hand. i contacted the dealership and spoke to your Service advisor thats working with your and he states they are getting your looked at to get a diagnosis.? my next follow up date will be June 29,2022 as i will be calling you and the dealership. if you rather be contacted by email please let me know its no?problem at all . i will be following up on June 29th,2022 with any updates i may have.? talk to you soon !! customer care? ext 406-2244??
06/28/2022	6/28/22..... Executive Referrals Now Handling. Please Close Case.

Email(s)

Date	06/14/2022	Subject	Case: #	V	INVESTMENTS LLC
From		To		Sent Date/Time	06/14/2022 14:26 PM
Case Number #:					
VIN					
Year/Make/Model/	2019	RUES53			
Customer:					
Dealer:	27015 Mac Haik Chrysler Dodge Jeep Ram				
Thank you!					
ref_00DJ01qsDF_5003Z1QqiXKref					

Date	06/14/2022	Subject	Case: #	V	INVESTMENTS LLC
From		To		Sent Date/Time	06/14/2022 14:26 PM

Case Number #: [REDACTED]
VIN [REDACTED]
Vehicle Year/Make/Model/2019 [REDACTED] RUES53
Customer: [REDACTED]
Dealer: 27015 Mac Haik Chrysler Dodge Jeep Ram
Thank you!
[REDACTED]
ref_00Dj01qsDF_5003Z1QqiXKref

Date	06/16/2022	Subject	RE: Case: # [REDACTED]	VATIKUTI INVESTMENTS LLC
From	[REDACTED]	To	[REDACTED]	Sent Date/Time
06/16/2022 16:05 PM				

Dear Mr [REDACTED] ,

This is [REDACTED] from [REDACTED] customer care im reaching out about your case # [REDACTED] you have open with us, i am offering reimbursement for a rental vehicle for 5 days at \$60 a day during diagnosis period , once repairs are complete i will send you an email that you will reply to and send the documents and receipts of the rental vehicle you rented and i will review them and if everything looks good i will continue the reimbursement process. our next follow up will be June 21 st ,2022

[REDACTED] customer care
[REDACTED] 2244
ref_00Dj01qsDF_5003Z1QqiXKref

Date	06/16/2022	Subject	RE: Case: # [REDACTED]	VATIKUTI INVESTMENTS LLC
From	[REDACTED]	To	[REDACTED]	Sent Date/Time
06/16/2022 16:05 PM				

Dear Mr [REDACTED] ,

This is [REDACTED] from [REDACTED] customer care im reaching out about your case # [REDACTED] you have open with us, i am offering reimbursement for a rental vehicle for 5 days at \$60 a day during diagnosis period , once repairs are complete i will send you an email that you will reply to and send the documents and receipts of the rental vehicle you rented and i will review them and if everything looks good i will continue the reimbursement process. our next follow up will be June 21 st ,2022

[REDACTED] customer care
[REDACTED] 2244
ref_00Dj01qsDF_5003Z1QqiXKref

Date	06/16/2022	Subject	RE: Case: # [REDACTED]	VATIKUTI INVESTMENTS LLC
From	[REDACTED]	To	[REDACTED]	Sent Date/Time
06/16/2022 16:05 PM				

Dear Mr [REDACTED] ,

This is [REDACTED] from [REDACTED] customer care im reaching out about your case # [REDACTED] you have open with us, i am offering reimbursement for a rental vehicle for 5 days at \$60 a day during diagnosis period , once repairs are complete i will send you an email that you will reply to and send the documents and receipts of the rental vehicle you rented and i will review them and if everything looks good i will continue the reimbursement process. our next follow up will be June 21 st ,2022

[REDACTED] customer care
[REDACTED] 2244
ref_00Dj01qsDF_5003Z1QqiXKref

Date	06/18/2022	Subject	Re: Case: # [REDACTED]	VATIKUTI INVESTMENTS LLC
From	[REDACTED]	To	[REDACTED]	Sent Date/Time
06/18/2022 21:24 PM				

Hi Customer care .
is your escalation team able to get the details from [REDACTED] ? it has been a week since the Vehicle was towed to [REDACTED] on 6/11/2022.
regards [REDACTED]
On Thursday, June 16, 2022, 11:06:22 AMCDT, US Customer Care [REDACTED] wrote:

Dear Mr [REDACTED] ,

This is [REDACTED] from [REDACTED] customer care im reaching out about your case # [REDACTED] you have open with us, i am offering reimbursement for a rental vehicle for 5 days at \$60 a day during diagnosis period , once repairs are complete i will send you an email that you will reply to and send the documents and receipts of the rental vehicle you rented and i will review them and if everything looks good i will continue the reimbursement process. our next follow up will be June 21 st ,2022

[REDACTED] customer care
[REDACTED] 2244
ref_00Dj01qsDF_5003Z1QqiXKref

Date	06/23/2022	Subject	Re: Case: # [REDACTED]	VATIKUTI INVESTMENTS LLC
From	[REDACTED]	To	[REDACTED]	Sent Date/Time
06/23/2022 21:59 PM				

Hi Ms [REDACTED] ,

Attached is the rental car agreement , towing on 6-11-2022. [REDACTED] Police called the Towing service and Towed the vehicle to safety (dealership) as it the stalled vehicle has created an hazardous situation (police report case number attached in the scanned documents). As you have noticed the vehicle was at the same dealership for 3 weeks in [REDACTED] an now this battery failure that stalled the vehicle at 45MPH to a dead stop . This is a major design flaw as the car had full tank of gas . We still need answers on this stalling one for EV battery and one for regular battery .Attached are the receipts for 1. Rental agreement 2. Towing charges . please process these asap while i pursue with [REDACTED] higher authorities for answers causing hazardous situations.
regards VJ
On Thursday, June 16, 2022, 11:06:22 AMCDT, US Customer Care [REDACTED] wrote:

Dear Mr [REDACTED] ,

This is [REDACTED] from [REDACTED] customer care im reaching out about your case # [REDACTED] you have open with us, i am offering reimbursement for a rental vehicle for 5 days at \$60 a day during diagnosis period , once repairs are complete i will send you an email that you will reply to and send the documents and receipts of the rental vehicle you rented and i will review them and if everything looks good i will continue the reimbursement process. our next follow up will be June 21 st ,2022

[REDACTED] customer care
[REDACTED] 2244
ref_00Dj01qsDF_5003Z1QqiXKref

Date	06/27/2022	Subject	Re: Case: #	VATIKUTI INVESTMENTS LLC
From		To		Sent Date/Time 06/27/2022 01:41 AM

Ms Essence ,
 Today 6-26-2022 at 1PM attached pictures the system stalled again with the same message "Service Charging System" error . You were right it took less than a week to back where we were in "vehicle disabled condition" Unfortunately the vehicle could not be towed to the dealership as they are closed today (Sunday) . This is of grave concern as the vehicle is stalling while driving giving almost no time . Th first check engine came around this morning at 722AM while we were on a drive and subsequently the vehicle stalled . Attached error codes from OBD2 reader are P0A3F and P0A43 consistent from previous stalls . As today the dealership is closed , the vehicle will be towed tomorrow again .
 1. What did [REDACTED] do to fix the last stall June 11, 2022 , after diagnosis they changed - Attached Invoice - They changed the 12V batter and concluded it as fixed 2. [REDACTED] Fixed previous stalled . Attached invoice on March 25, 2022 after 3 months where Case Number: [REDACTED]
 Both the occasions we were put in a situation where if there were 18-Wheeler rigs around while driving at 60 plus miles per hr and the vehicle just stalls with little to no time to veer off the highway they could have slammed us and you would not be seeing this email .
 The Extended warranty that was given would not save our lives (my kids 8 and 13) were terrified to sit on the side of the road and [REDACTED] PD Case#: [REDACTED] were deployed to safeguard us from others ramming into us . till the Towing arrived .
 Mr [REDACTED] and Ms [REDACTED] What have you guys developed here ? why is the vehicle putting [REDACTED] in these life threatening situations where we have 100% gas in the tank ? it should shift to alternate mode that's the whole idea of us not buying full electric vehicle

I hope to hear personally from Stellantis group ASAP . This is not acceptable . You need to give us a permanent solution not the bandaids and we will never drive this vehicle till there is a assurance from your team .
 regards [REDACTED] M [REDACTED]
 On Thursday, June 23, 2022, 04:58:18 PM CDT, [REDACTED] V [REDACTED] wrote:

Hi Ms [REDACTED] ,
 Attached is the rental car agreement, towing on [REDACTED] [REDACTED] Police called the Towing service and Towed the vehicle to safety (dealership) as it the stalled vehicle has created an hazardous situation (police report case number attached in the scanned documents). As you have noticed the vehicle was at the same dealership for 3 weeks in [REDACTED] an now this battery failure that stalled the vehicle at 45MPH to a dead stop . This is a major design flaw as the car had full tank of gas . We still need answers on this stalling one for EV battery and one for regular battery . Attached are the receipts for 1. Rental agreement 2. Towing charges . please process these asap while i pursue with [REDACTED] higher authorities for answers causing hazardous situations.
 regards VJ
 On Thursday, June 16, 2022, 11:06:22 AM CDT, US Customer Care [REDACTED] wrote:

Dear Mr [REDACTED] ,

This is [REDACTED] from [REDACTED] customer care im reaching out about your case #83173926 you have open with us , i am offering reimbursement for a rental vehicle for 5 days at \$60 a day during diagnosis period , once repairs are complete i will send you an email that you will reply to and send the documents and receipts of the rental vehicle you rented and i will review them and if everything looks good i will continue the reimbursement process. our next follow up will be June 21 st ,2022

[REDACTED] customer care
 [REDACTED] 2244
 ref:_00Dj01qsDF_5003Z1QqiXK:ref

Date	06/27/2022	Subject	Re: Case: #	VATIKUTI INVESTMENTS LLC
From		To		Sent Date/Time 06/27/2022 18:22 PM

Dear Investments LLC ,

This is [REDACTED] from [REDACTED] customer care i am reaching out about your case # [REDACTED] you have open with us , firstly i am so sorry for the amount of in convince this has caused in you and your family's lives, i completely understand your concern and i can assure you i will do my very best to assist you with this these issues at hand. i contacted the dealership and spoke to your Service advisor thats working with your vehicle and he states they are getting your vehicle looked at to get a diagnosis. my next follow up date will be June 29,2022 as i will be calling you and the dealership. if you rather be contacted by email please let me know its no problem at all . i will be following up on June 29th,2022 with any updates i may have.
 talk to you soon !!

[REDACTED] customer care
 [REDACTED] ext 406-2244
 ref:_00Dj01qsDF_5003Z1QqiXK:ref

Date	06/27/2022	Subject	Re: Case: #	VATIKUTI INVESTMENTS LLC
From		To		Sent Date/Time 06/27/2022 18:22 PM

Dear Investments LLC ,

This is [REDACTED] from [REDACTED] customer care i am reaching out about your case # [REDACTED] you have open with us , firstly i am so sorry for the amount of in convince this has caused in you and your family's lives, i completely understand your concern and i can assure you i will do my very best to assist you with this these issues at hand. i contacted the dealership and spoke to your Service advisor thats working with your vehicle and he states they are getting your vehicle looked at to get a diagnosis. my next follow up date will be June 29,2022 as i will be calling you and the dealership. if you rather be contacted by email please let me know its no problem at all . i will be following up on June 29th,2022 with any updates i may have.
 talk to you soon !!

[REDACTED] customer care
 [REDACTED] ext 406-2244
 ref:_00Dj01qsDF_5003Z1QqiXK:ref

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Rental Agreement # 6RMGM7

Renter Information

Renter Name

[REDACTED]

Renter Address

[REDACTED]

USA

Vehicle Information

GCAR

License #: [REDACTED]

State/Province: [REDACTED]

Unit #: [REDACTED]

Vehicle #: [REDACTED]

Vehicle Class Driven

7 Passenger Minivan 5 door/Automatic/
Air

Vehicle Class Charged

7 Passenger Minivan 5 door/Automatic/
Air

Odometer Mileage/Kilometers

Starting: 34037 Ending: 34087

Total: 50

Fuel

Starting: 7/16 Ending: 1/2

**Thank you for renting
with Enterprise Rent-A-
Car**

We appreciate your business!

This email was automatically generated
from an unattended mailbox, so please
do not reply to this e-mail.

If you have any questions about your
rental, please view our Frequently

Trip Information

Pickup

Thursday, June 16, 2022 12:54 PM

[REDACTED]

[REDACTED]

[REDACTED]

USA

Return

Wednesday, June 22, 2022 2:36 PM

[REDACTED]

[REDACTED]

[REDACTED]

USA

Bill-To: [REDACTED]

Rental Rate	Time & Distance 3 Day at \$55.00 / Day	\$165.00
Taxes and Fees	Vlf Rec (\$1.59 / Day)	\$4.77
	Sport Authority Tax (5.00%)	\$8.49
	Tx Motor Vehicle Rental Tax (10.00%)	\$16.98
Subtotal		(\$195.24)

Renter Charges

Rental Rate	Time & Distance 3 Day at \$55.00 / Day	\$165.00
Mileage	Unlimited Mileage	Included
Taxes and Fees	Tx Motor Vehicle Rental Tax (10.00%)	\$16.98
	Vlf Rec (\$1.59 / Day)	\$4.77
	Sport Authority Tax (5.00%)	\$8.48

Total \$390.47

(Subject to audit)

Amount charged on June 22, 2022 to VISA (7004) (\$195.23)

APN: VISA CREDIT

AID: A0000000031010

Verified: Signature

Entry: Chip

TSI: 6800

Amount charged to [REDACTED] (\$195.24)

Amount Due \$0.00

Asked Questions or send us a secured
message by visiting our [Support Center](#)

MP# 13-1003
REV A

INNOVA®

5300LaT

I/M MONITOR STATUS



Global OBD2

P0A43(2 / 3) Stored

Drive Motor "A" Position Sensor
Circuit Intermittent

Press any Hotkey

EMISSIONS STATUS



ERASE



SYSTEM
STATUS



MENU

POWER
LINK



M

Fw: case [REDACTED] - FCA - Chrysler Pacifica Electric Hybrid

From: [REDACTED] ([REDACTED])

To: [REDACTED]

Date: Tuesday, March 8, 2022, 06:45 PM CST

Dear [REDACTED],

I have copied most at FCA/[REDACTED] on our horrid situation and experience, as a Chief Customer Experience Officer [REDACTED] I hope you can hear and feel our pain.

My self and my family (Spouse, 2 kids) are not doing great. I will keep the story short

1. I have originally purchased your first Pacifica make (2005 Chrysler Pacifica Touring VIN-[REDACTED]) we enjoyed the Vehicle as it was the first product that came out as a joint venture between Chrysler and Benz (I have added VIN for your records to verify)
2. I have owned Toyota's and Hondas in between last 15 years.
3. When Pacifica was announced I wanted a Hybrid Electric and took the leap in 2018 December by Purchasing a 2019 Pacifica VIN-[REDACTED] by Trading my Honda van.
4. All 3 years till December 2021 we were using with less than 30 thousand miles for chauffeuring my 2 kids from school and their activities, there were some issues in between that are typical with any vehicle.
5. Automation of [REDACTED] dealership tried to pull a fast one on me by saying the part Electric Coolant Heater is not covered under warranty after diagnosing the vehicle for weeks, and refusing to give a loaner that suits my kids needs where we can haul their Tennis and Soccer gear with water coolers etc the very reason we have a VAN. At the shop during the diagnosis they have also dented [REDACTED] ... which is my fault as I have noticed it after taking it to me, requested Automation to view the cameras and they refused to oblige.
6. During this time I tried to seek help from FCA customer service and I was convinced in the beginning that I was getting some help where I could get a loaner that can fit our needs temporarily.
7. Since January 2022 we are without a vehicle and not the Vehicle is with MacHaik Houston and the Part P/N: 68438720AA (Electric Coolant Heater) is back ordered and the dealer is not sure when we can get a vehicle.
8. FCA customer care has ditched us completely for not providing a loaner as agreed upon on many email conversations below. I am attaching these as well.

4. Lost confidence with Automation, we have switched the van to Machaik and FCA still do not have a loaner available - please see attached.

I would like your team to look into this and let me and my family know how much we are suffering since 2.5 months which a vehicle with 2 kids 13 and 7, middle school and elementary, is this the lesson FCA wants us as a consumer to learn when we blindly placed the trust and the service that needs to be provided?

The torture we are going through is no less than what ordinary citizens in Ukraine are going through. Just one example today it is [REDACTED] in [REDACTED] where we live and my daughter was waiting 18 mts outside as we could not find a ride as the school does not let off campus kids stay inside the school.

If one of you call me then I can explain better and provide more details.

It's not the profits, it's the service that brings repeat customers like us.

Unfortunately we are suffering on the choice we made .

regards

[REDACTED] Family

[REDACTED]

[REDACTED] [REDACTED]

M: [REDACTED]

r

----- Forwarded Message -----

From: [REDACTED] >

To: [REDACTED] >

Sent: Tuesday, March 8, 2022, 09:02:50 AM CST

Subject: Re: case [REDACTED]

[REDACTED]

Hi [REDACTED] ,

Another attempt to get a response from FCA , will follow up with a voice mail as well.

regards

VJ

On Monday, March 7, 2022, 07:03:00 PM CST, [REDACTED] > wrote:

Hi [REDACTED] ,

This is 17th attempt since Friday, January 28, 2022, where I was lied to by FCA , looks like it is not the dealership that is causing the delays per the service manager at [REDACTED].

I have left you a voice mail this morning and followed up with email .

regards

VJ

----- Forwarded Message -----

From: [REDACTED] <[REDACTED]>

To: [REDACTED] >

Sent: Monday, March 7, 2022, 06:08:08 PM CST

Subject: RE: case [REDACTED]

Have not heard anything from anyone at FCA.

[REDACTED]

SERVICE DRIVE MANAGER

[REDACTED] ENERGY CORRIDOR [REDACTED]

[REDACTED]

[REDACTED] DIRECT

████████ MAIN

From: ██████████ [████████████████████]
Sent: Monday, March 07, 2022 5:30 PM
To: ██████████ <████████████████████>
Cc: ██████████
Subject: Re: case ██████████

Hello Mike ,

Is it fair to assume you have not received any communication from FCA representative ██████████ ?

regards

VJ

██████████

On Monday, March 7, 2022, 08:32:05 AM CST, ██████████ <████████████████████> wrote:

Hi ██████████ ,

This is very disappointing as Mr ██████████ did not receive any communication from you since Friday 3-4-22 after you, myself and a member of MacHaik were on the call . There is clearly a mismatch on what you have conveyed to me in an email earlier and what Mr ██████████ is requesting below .

can you please respond or call me ASAP .

regards

██████████

On Saturday, March 5, 2022, 08:33:37 AM CST, ██████████ <████████████████████> wrote:

Good morning [REDACTED]

I'm not sure who they spoke with but I apologize they told her I had already left. Usually I am gone by that time but I was here late yesterday. I have not received any type of authorization to be able to put you in a rental vehicle while the back order parts for your vehicle arrive. The case number provided is not authorization unfortunately. I have spoken to a FCA rep about this part being on back order but that was the only conversation I've had with FCA recently regarding this part. If I can get a screen shot of DM note authorizing rental with a specific number of days, then I can set the Enterprise reservation and get the ball rolling on them finding you a rental vehicle.

Thank you,

[REDACTED]

SERVICE DRIVE MANAGER

[REDACTED] ENERGY CORRIDOR [REDACTED]

[REDACTED]

[REDACTED] DIRECT

[REDACTED] MAIN

From: [REDACTED]
Sent: Saturday, March 05, 2022 8:07 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Fw: case [REDACTED]

Hello Mike ,

After we spoke yesterday at 6:02PM , I was able to connect to [REDACTED] at FCA who is handling the issue and tried to conference you on what we discussed where you needed an authorization email from FCA. The gentlemen who picked up the phone at [REDACTED] service at 6:12PM mentioned you left office at 530PM itself and you were not there (even though you and I just connected few minutes earlier) while [REDACTED] from FCA was on the call .

Here is what you and I discussed

1. You need authorization from FCA to put me in the rental , [REDACTED] has possession of vehicle since 2/22/2022
2. [REDACTED] from FCA has sent this authorization out to you yesterday 3-4-2022 per my conversation at 615PM .
3. Did you receive it ? if yes , are you arranging the Enterprise Rental today ?

4. You have mentioned none from FCA has reached out to you prior to our conversation yesterday and this email , please confirm .

@ [REDACTED] , please confirm the history with [REDACTED] [REDACTED] as I have been out of Vehicle since Jan 13th 2022 from my service records with Chrysler.

regards

[REDACTED] [REDACTED]

M; [REDACTED]

----- Forwarded Message -----

From: US Customer Care <[REDACTED]>

To: [REDACTED]

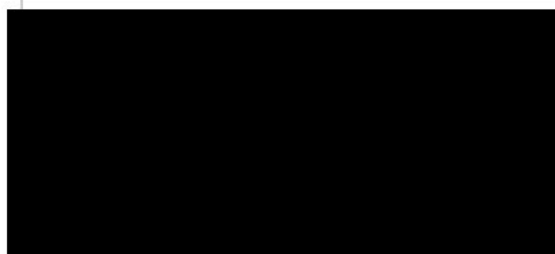
Sent: Friday, January 28, 2022, 07:09:34 PM CST

Subject: case [REDACTED]

Hello [REDACTED] [REDACTED]

The case number is 81792747.

Thank you for being a Chrysler customer.







Affordable Collision Center & Wrecker Service

10610 Grant Road • Houston, Texas 77070
(281) 895-9000

TDLR 006451568C

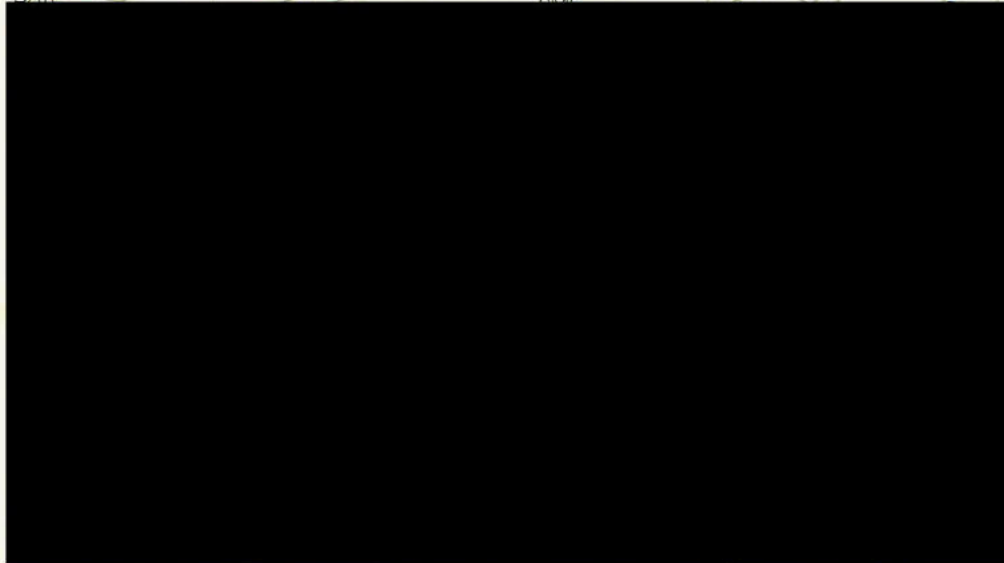
DATE

6-11-22

TIME

10:30

AM



REASON FOR REMOVING VEHICLE DISABLED EV FAILURE

KEY: ☐ IN VEHICLE ☐ IN OFFICE ☐ NONE

☐ HOUSE CALL

☐ SEE POLICE TICKET

☐ MATCH

☒ OWNER'S REQUEST

R.O. # _____

P.O. # _____

TOW T _____

T.D.L.R. _____

WRECKER DRIVER:



I / WE AUTHORIZE AFFORDABLE COLLISION
CENTER WRECKER SERVICE TO TOW / REMOVE
THE ABOVE LISTED VEHICLE

X _____

DO NOT SIGN INVOICE UNTIL PRICE IS WRITTEN IN.

CHARGES:

WRECKER SERVICE	\$	225.00
DROP DRIVE SHAFT	+	
DITCH JOB	+	
PAID OUT	+	
TRANSFER	+	
OTHER CHARGES	+	
STORAGE CHARGE	+	
DOLLIE SERVICE	+	
TOTAL CHARGE	\$	225.00

TEXAS DEPARTMENT OF
LICENSING & REGULATION

P.O. BOX 12157

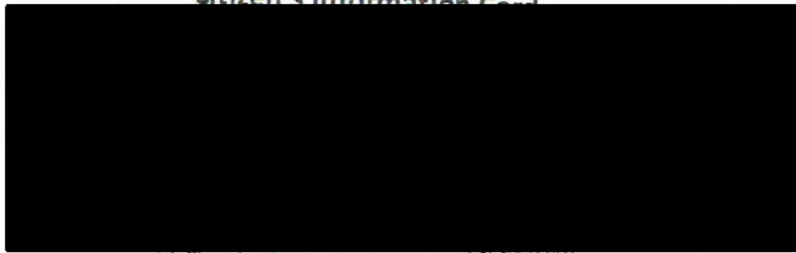
Austin, Texas 78711-2157

1-800-803-9202 / (512) 463-6599



<http://www.sheriff.hctx.net>

Citizen's Information Card



- ☐ Closed: Charges Filed
- ☐ Closed: Report Only

A copy of this report will be available after ten (10) working days at a Harris County Sheriff's Office Substation near you. The telephone number is 713-755-5300. The cost for each offense report is 10¢ per page. The cost for each accident report is \$6.00; for a certified copy, \$8.00. Exact change, please.
PB034F-11-18

Mac Hark

R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter_PHEV
08:23 22FEB22	10:50 25MAR22	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A General Concern #1 [CUSTOMER STATES CHECK ENGINE LIGHT IS ON]
CAUSE: .

07130104 Electric heater - Replace Heater,
electric coolant - PHEV (3 - Highly Skilled)

1 68438720AA HEATER-ELECTRIC COOLANT
TAKE TO MARK
1 68163849AB *ANTIFREEZ-COOLANT
FC: PART#: COUNT:
CLAIM TYPE: F
AUTH CODE:

(N/C)
(N/C)
(N/C)



33910 ECH failed internal P0E15-00 Hybrid/EV battery pack coolant heater A control performance. S102073916 Perform vehicle diagnoses inspect coolant system for leaks none found. View data in HCP and found Electric Coolant Heater locked permanent. Perform high voltage power down, followed service procure, removed and replaced Electric Coolant Heater assembly. Reassembled vehicle perform high voltage power up, followed coolant fill procure, clear all DTC, road test vehicle and verify check engine light off at this time. Vehicle also had store DTC P0AA6- Hybrid Battery Voltage System Isolation Fault-, Chrysler star center recommend replaced ECH first due to faulty ECH will cause issue with Hybrid battery system. Once new ECH was install message for hybrid battery was gone and system worked as design.

B General Concern #2 [CUSTOMER STATES HE BELIEVES THERE IS AN ISSUE
WITH BATTERY THAT HAS CAUSED THE CHECK ENGINE TO COME ON]
SLA SEE LINE A

5327 NUNEZ, MARK LIC#: 5327
IMPI

(N/C)

33902 See line A for full repair.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

08:23 22FEB22 10:50 25MAR22

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

C	RRT 4	[RRT 21-014 2019 RU POWERTRAIN CONTROL MODULE UPDATES **]					
---	-------	---	--	--	--	--	--

CAUSE: .

181906DQ Module, Powertrain Control (PCM) -
Inspect Module, Powertrain Control (PCM) -
Inspect Software Level Only (0 - Low
Skilled)

WC

(N/C)

33902 181906DQ 0.20 Inspect PCM software level and its up to date.

D	RRT 3	[RRT 21-015 2019 RU ELECTRONIC BRAKE BOOSTER MODULE UPDATES **]					
---	-------	---	--	--	--	--	--

CAUSE: .

18197794 Module, Electronic Brake Booster (EBBM)
- Inspect Module, Electronic Brake Booster
(EBBM) - Inspect Software Level (0 - Low
Skilled)

WC

(N/C)

33902 18197794 0.20 Inspect EBBM software level and its up to date.

E	RRT 2	[RRT 21-016 2019 RU ANTI-LOCK BRAKE SYSTEM MODULE UPDATES **]					
---	-------	---	--	--	--	--	--

CAUSE: .

181910AD Module, Anti-lock brake - Reprogram
Module, Anti-Lock Brake - Inspect s/w Level
(0 - Low Skilled)

(N/C)

33902 181910AD 0.20 Inspect ABS module software and its up to date.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

08:23 22FEB22 10:50 25MAR22

LINE OPCODE TECH TYPE HOURS

F RRT 1 [RRT 21-017 2019 RU HCP AND AHCP UPDATES **]

LIST

NET

TOTAL

CAUSE:

1819869K Module, Power Inverter (PIM) - Inspect
Processor, Hybrid Control (HCP/AHCP) -
Inspect Software

(N/C)

33902 1819869K 0.20 Inspect Hybrid Control Processor(HCP) and
Auxiliary Hybrid Control Processor (AHCP) software level, both up to
date.

G** SYNTHETIC OIL AND FILTER CHANGE

LOFS SYNTHETIC OIL AND FILTER CHANGE

6 68522989AA OIL-0W20

1 68191349AC FILTER-ENGINE OIL

	36.67	36.67
5.75	5.75	34.50
13.45	10.50	10.50

33902 Changed oil, filter, and reset oil light.

H** CUSTOMER IN CHRYSLER PRODUCT LOANER VEHICLE. We ask that you make
every effort to return the loaner as soon as you are notified
that the repairs to your vehicle are completed

CAUSE:

RENTAL CUSTOMER IN CHRYSLER PRODUCT LOANER
VEHICLE. We ask that you make every effort
to return the loaner as soon as you are
notified that the repairs to your vehicle
are completed

999 WC

FC: PART#: COUNT:

CLAIM TYPE: F

AUTH CODE:

(N/C)

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INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
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connection with the sale of this
item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

23DEC18 DD		09:00 22FEB22	0.00	CASH	25MAR22
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter_PHEV			
08:23 22FEB22	10:50 25MAR22				
LINE	OPCODE	TECH	TYPE	HOURS	
					LIST NET TOTAL

SUBL ENTERPRISE RENTAL
PO#331419

WC

33910
INVOICE NUMBER:5VX3VR
NUMBER OF DAYS:17
AMOUNT PER DAY:38.00
TOTAL AMOUNT:646.00

(N/C)

EST: 289.90
CONTACT: 22FEB22 08:23 SA: 6256

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

6.26

*****Thank You for your business today*****
Visit our website at WWW.MACHAIKHOUSTON.COM
If for any reason you do not find your visit
to be "TRULY EXCEPTIONAL", please call or
text our Service Manager, Daniel Milom, at
(832)472-3664.

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DESCRIPTION	TOTALS
LABOR AMOUNT	36.67
PARTS AMOUNT	45.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.26
TOTAL CHARGES	87.93
LESS INSURANCE	0.00
SALES TAX	4.23
PLEASE PAY THIS AMOUNT	92.16

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

MAC HAIK CDJR SERVICE
12111 KATY FREEWAY
HOUSTON, TX 77079
(713) 932-5000

SALE

MID: 3378 Store: 3934 Term: 0001

Batch #: 708 R
03/25/22

Trans ID: [REDACTED]

APPR CODE: 13219D

VISA

Contactless

*****7004

AMOUNT

\$92.16

APPROVED

VISA CREDIT

AID: A0000001 [REDACTED]

TVR 00 00 00 00 00

CUSTOMER COPY

WBS REMOVED & REPLACED BATTERY
5327

1 BBH6A001AA BATTERY-STORAGE
CORE CHARGE C
1 BATFEE Disposal Fee
1 BATFEE Disposal Fee

	119.95	119.95
243.00	243.00	243.00
	18.00	18.00
3.00	3.00	3.00
3.00	3.00	3.00

37106 Vehicle 12v battery had dead cell 1.50 Vehicle was completely dead, tested all hybrid system all tested out good, used GR8 machine and tested 12v battery and failed test. Remove and replaced 12v battery, reassembled vehicle verify vehicle starts up as design, and operates as design. Charged vehicle up to 100% and released to customer.

B Multi-point inspection (according to maintenance interval)
MPI Multi-point inspection (according to maintenance interval)

37106 Done.

(N/C)

C** RECALL - RRT 22-099
CAUSE: .

181986AM Module, Power Inverter (PIM) - Reprogram
Processor, Hybrid Control (HCP/AHCP) -
Inspect and Reprogram (0 - Low Skilled)

(N/C)

181906FE Module, Powertrain Control (PCM) -
Reprogram Module, Powertrain Control (PCM) -
Reprogram (0 - Low Skilled)

5327

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



Chrysler Dodge Jeep Ram
12111 Katy Freeway
Houston, TX 77079
Phone: (713) 263-3070
Fax: (281) 912-6140

0.00 CASH 22JUN22

LIST NET TOTAL
(N/C)

WC
37110 181986AM/181906FE 0.60
Inspect and reprogram HCP/AHCP with new software level. RRT says to
verify PCM, EBBM, and ABS has the latest software available. PCM was
the only module needed update, update PCM with new software level.
Current Part Number:05190240AP
New Part Number:05190240AQ hcp/-ahcp
Current Part Number:68416680AF
New Part Number:68416680AG

ESTIMATE: 144.95 13JUN22 09:04 SA: 5934
CONTACT: *****

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

18.75
*****Thank You for your business today*****
Visit our website at WWW.MACHAIKHOUSTON.COM
If for any reason you do not find your visit
to be "TRULY EXCEPTIONAL", please call or
text our Service Manager, Daniel Milom, at
(832) 472-3664.

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warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	119.95
PARTS AMOUNT	261.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	24.75
TOTAL CHARGES	405.70
LESS INSURANCE	0.00
SALES TAX	21.60
PLEASE PAY THIS AMOUNT	427.30

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

MAC HAIK CDJR SERVICE
12111 KATY FREEWAY
HOUSTON, TX 77079
(713) 932-5000

SALE

MID: 3378 Store: 3934 Term: 0001
REF#: 00000007
Batch #: 786 RRN: 217319002582
06/22/22 14:28:01
Trans ID: 382173700815332
APPR CODE: 41495D
VISA Chip
*****7004 **/**

AMOUNT \$427.30

APPROVED

VISA CREDIT
AID: A0000000031010
TVR: 80 80 00 80 00
TSI: 68 00

CUSTOMER COPY







Affordable Collision Center & Wrecker Service

10610 Grant Road • Houston, Texas 77070
(281) 895-9000

TDLR 006451568C

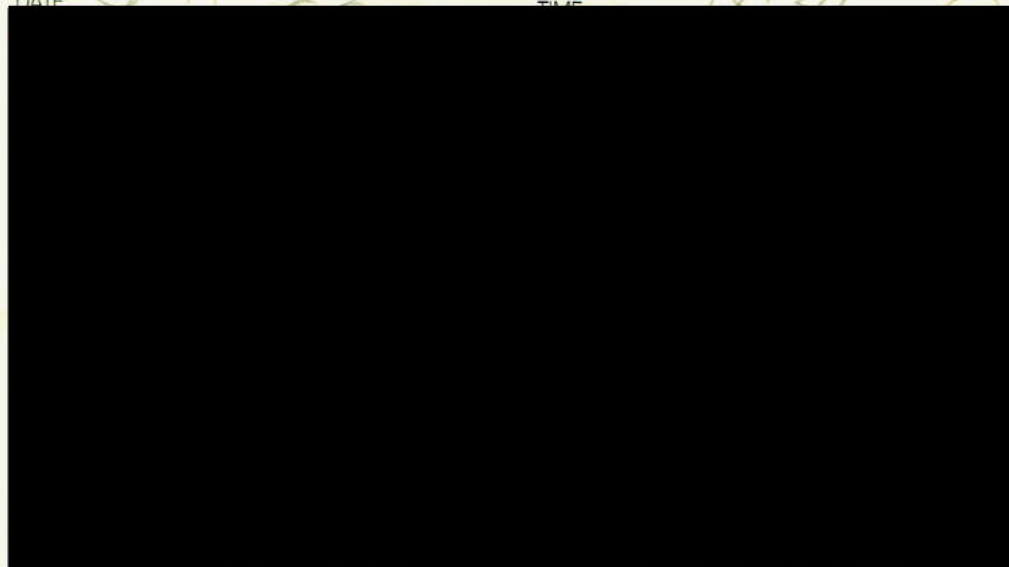
DATE

6-11-22

TIME

10:20

AM



REASON FOR REMOVING VEHICLE DISABLED EV FAILURE

KEY: ☐ IN VEHICLE ☐ IN OFFICE ☐ NONE

☐ HOUSE CALL

☐ SEE POLICE TICKET

☐ MATCH

☒ OWNER'S REQUEST

R.O. # _____

P.O. # _____

TOW T _____

T.D.L.R. _____

WRECKER DRIVER:



I / WE AUTHORIZE AFFORDABLE COLLISION
CENTER WRECKER SERVICE TO TOW / REMOVE
THE ABOVE LISTED VEHICLE



X _____

DO NOT SIGN INVOICE UNTIL PRICE IS WRITTEN IN.

CHARGES:

WRECKER SERVICE	\$	225.00
DROP DRIVE SHAFT	+	
DITCH JOB	+	
PAID OUT	+	
TRANSFER	+	
OTHER CHARGES	+	
STORAGE CHARGE	+	
DOLLIE SERVICE	+	
TOTAL CHARGE	\$	225.00

TEXAS DEPARTMENT OF
LICENSING & REGULATION

P.O. BOX 12157

Austin, Texas 78711-2157

1-800-803-9202 / (512) 463-6599



<http://www.sheriff.hctx.net>

Citizen's Information Card



- ☐ Closed: Charges Filed
☐ Closed: Report Only

A copy of this report will be available after ten (10) working days at a Harris County Sheriff's Office Substation near you. The telephone number is 713-755-5300. The cost for each offense report is 10¢ per page. The cost for each accident report is \$6.00; for a certified copy, \$8.00. Exact change, please.
PB034F-11-18



MRP# 13-1009
REV A

INNOVA®

5300LaT



I/M MONITOR STATUS

CCM

Global OBD2

P0A3F(1 / 3) Stored

Drive Motor "A" Position Sensor
Circuit

Press any Hotkey

EMISSIONS STATUS



ERASE



SYSTEM
STATUS



MENU

POWER
LINK



M

LD



Service Charging
System

37267 mi



MP# 13-1003
REV A

INNOVA®

5300LaT

I/M MONITOR STATUS



Global OBD2

P0A3F(3 / 3) Permanent

Drive Motor "A" Position Sensor
Circuit

Press any Hotkey

EMISSIONS STATUS



ERASE



SYSTEM
STATUS



MENU

POWER
LINK



M

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

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2022	Brand	
Body	RUES53	V		PACIFICA HYBRID PINNACLE	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/16/2022	CAIR Type	Regular	Status	Closed
Close Date	08/02/2022	Origin	Telephone	Reason	
Mileage	1,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City		Caller Country		Caller Postal Code	
Customer	L				
Customer Address					
		JEEP RAM		Dealer Phone	
Dealer Address					
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly	9	Stalling
Reason Code	Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
06/16/2022 07:23 PM	Open
08/02/2022 02:50 PM	Closed

Initial Description

stopping in middle of road.

Case Comments

Date	Comment
06/16/2022	Customer calling in because her brand new had to be taken to She was driving on the highway and suddenly turned off, twice. The has been giving her loaner since they are having difficulty duplicating the problem. Customer is wanting to know what her next steps are, whether she should give back, or if we will be covering rental, etc. Provided customer with her case number and informed her that her case is being assigned to a specialist for further review.
06/17/2022	****OBC TO called too check on repairs says the is currently at the and is still in the diagnosis period, () next follow up date will be June 23rd, 2022. ****OBC TO ***** VOC***** called for more info on case open with us, Customer calling in because her brand new had to be taken to She was driving on the highway and suddenly turned off, twice. The has been giving her loaner since they are having difficulty duplicating the problem. Customer is wanting to know what her next steps are, whether she should give back, or if we will be covering rental, etc. Provided customer with her case number and informed her that her case is being assigned to a specialist for further review. let know i am going to work with and be that middle person so doesnt have too much during these repairs. M: email *** L REGAN.COM will follow up on June 23rd, 2022
06/17/2022	also says she thinks there is a STAR case open with her case
06/24/2022	****OBC TO ***** called and got no answer (was closed) will follow up on June 29, 2022 for follow up. ****OBC TO ***** let know i will reach out for a follow up on same day as .
06/29/2022	***OUTBOUND R C spoke with CST and advised I Module has been ordered. CST stated called her yesterday and they are not expecting the part until Friday. CST is going in tomorrow to switch loaner into rental from enterprise. CST stated said should be ready by Monday or Tuesday tomorrow. CS advised she would have follow up on Wednesday to make sure repairs are good.
07/07/2022	****OBC TO called for more info on , attempt #1 was on hold for 15mins , attempt #2 was on hold for 14mins , attempt #3 was on hold for 20mins , on last attempt was transferred to front desk that took me to and left a with info requested . ****OBC TO ***** called to give the info above , tells the told the that its been pushed out for 11 days out so next follow up date will be July 18, 2022 .
07/19/2022	****OBC TO ***** called 4 times and got busy tone everytime . ****OBC TO ***** is requesting a buyback , will send up , is upset with .
07/19/2022	Dealer Code In-Service Date: 4/23/2022 Mileage: 1000 Original Owner? Y Loyalty Score:0 Is within Warranty? Y Is customer in rental? Y Parts on B/O? STAR Case? N Repeat issue? N Previous Related Cases/Goodwill/DM Notes: N Customer Concern/Issue/Request: B/O PART
07/20/2022	****OBC TO ***** ALL STAR DODGE JEEP RAM RO# Open 5.31.2022 Mileage In Concern - Turn off while driving; ordered Module; Part # 68381781AD Order# 8042; Dawn.
07/20/2022	**Dispute Resolution Review** Case Escalated to CRT** Reviewed warranty history at customer request. Writer determined this should be escalated to CRT for case management. Assigned case to CRT.
07/21/2022	***** CRT REVIEW ***** L 2022 PACIFICA HYBRID PINNACLE VIN: In-Service Date: 4/23/2022 Original Owner: Yes Mileage: 1,006 purchase loyalty: 6 New State: MSRP: \$58,067.00 Repair Attempts: MMP plans: None Miles at Purchase: 17 RECALLS: None WARRANTY: 561 Dealer: ALL STAR DODGE JEEP RAM Customer Reason: Stalling & CEL
07/21/2022	****OUTBOUND DEALER CONTACT**** ALL STAR DODGE JEEP RAM spoke with who took information for the SM to follow up regarding status of the repair.
07/21/2022	****OUTBOUND R CONTACT**** spoke with customer who said that the has been at the since 05/30/2022 when the shut off while on the highway. Started with the cruise control shutting off and then approx. 10sec later the entire shut down. Waited almost an hour for roadside when the finally turned on. Once home hours later called to cancel the tow and they still hadn't dispatched. picking it up was told all they did was clear a code and was told to come back if it happens again. Approx. 2 weeks later it happened again. Went to the in but they didn't have a tech for hybrids until Tuesday and no rental until Wed. Took the back to but had issues getting parts ordered or a loaner. Was finally put in a rental, but it is a Toyota Corolla and doesn't fit her needs. Now is being told the ETA for the part keeps moving back. Asking for a buyback since there is no ETA in site for it to be repaired, they can't get her in something similar, keeps paying for a that she can't drive, and no longer has faith in the it stopping on the interstate trying to avoid being hit. apologized for the experience so far. Advised we have reached out to the to assist with our resources to get the repaired. will review regarding proactive repurchase. advised review does take a few business days and will follow up by Tuesday.
07/21/2022	****OUTBOUND R CONTACT**** sent introduction email.
07/26/2022	System Update: [SYSTEM ISSUE PLEASE TRY AFTER SOMETIME]
07/26/2022	****OUTBOUND R CONTACT**** spoke with customer to provide update. Still reviewing for the proactive repurchase and working to get part.
07/27/2022	AVM has been left for dealer @ 4pm requesting a call back if stock is available for a D2D: SANTA MARI CA, PH: Will follow up 7/28. Order has been previously been upgraded to ensure priority. Part is on B/O pending component shortage. Follow up is working with supplier for ETA for expedite.
07/28/2022	AVM has been left for dealer @ 4pm requesting a call back if stock is available for a D2D: A Vm was left 7/27. Dealer was called 7/28, analyst was left on hold for Santa SANTA MARI CA, PH: System doesn't show another dealer with stock in Order has been previously been upgraded to ensure priority. Part is on B/O pending component shortage. Follow up is working with supplier for ETA for expedite for 30pcs.

Date	Comment
07/28/2022	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] spoke with customer and advised of the approval. [REDACTED] sent email to advise of documents to get ready and will keep case open until contact with BB team is made.
08/01/2022	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] spoke with customer and advised request is processing.
08/02/2022	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] spoke with customer and advised case will be closed now that new case is opened with BDS. [REDACTED] advised of the survey. Case closed.
08/02/2022	*****CASE CLOSURE ***** Reason for customer contact: [REDACTED] & [REDACTED] Days down: [REDACTED] Is the vehicle repaired: No Repairs performed: [REDACTED] Module still on BO with expedite in. Case manager assisted with: Part expedite and BB.

Email(s)

Date	Subject	[Action Required!]	Customer Retention Team - First Customer Contact
07/20/2022	[REDACTED]	[REDACTED]	[REDACTED]
From	To	Sent Date/Time	07/20/2022 15:44 PM
CRT case [REDACTED] has been assigned to you:			
Customer Name: [REDACTED]			
VIN: [REDACTED]			
Vehicle Description: 2022 RUES53 CHR [REDACTED] RID PINNACLE			
Phone: [REDACTED]			
Email: [REDACTED]			
Please contact customer within 1 business day through their preferred mode of communication.			

Date	Subject	[Action Required!]	First Inquiry with Dealer - Customer Retention Team
07/20/2022	[REDACTED]	[REDACTED]	[REDACTED]
From	To	Sent Date/Time	07/20/2022 15:44 PM
This is a high-priority vehicle. Customer may have requested repurchase or replacement. Send repair orders immediately by email to [REDACTED] with case number 83209776 in subject line:			
Customer Name: [REDACTED]			
VIN: [REDACTED]			
Vehicle Description: 2022 RUES53 CHR [REDACTED] RID PINNACLE			
Phone: [REDACTED]			
Email: [REDACTED]			

Date	Subject	[Action Required!]	Parts Expedite Request
07/21/2022	[REDACTED]	[REDACTED]	[REDACTED]
From	To	Sent Date/Time	07/21/2022 20:31 PM
Hello,			
As per our phone conversation, here is my contact information for your convenience:			
My Office Number: [REDACTED]			
My direct extension: 1257			
My work hours are: 9:00am-5:30pm EST, Monday-Friday.			
Your case number: [REDACTED]			
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!			
Thank you and have a great day.			
[REDACTED]			
Chrysler Customer Retention Specialist			
[REDACTED]			
ref:_00Dj01qsDF_5003Z1QrUTF:ref			

Date	Subject	[Action Required!]	Repurchase
07/26/2022	[REDACTED]	[REDACTED]	[REDACTED]
From	To	Sent Date/Time	07/26/2022 18:31 PM
CRT case 83209776 has been escalated to Parts Expediting. Please review and assist:			
Customer Name: [REDACTED]			
VIN: [REDACTED]			
Vehicle Description: [REDACTED] RID PINNACLE RUES53			
Dealer: [REDACTED] All Star Dodge Chrysler Jeep Ram FIAT			
Part Number: 68381781AD			
Order Number: \$\$\$804			

Date	Subject	[Action Required!]	Repurchase
07/28/2022	[REDACTED]	[REDACTED]	[REDACTED]
From	To	Sent Date/Time	07/28/2022 22:18 PM

Dear [REDACTED] [REDACTED]

[REDACTED] me today regarding the repurchase of your [REDACTED] As discussed, a new case will be opened with our Reacquired Vehicle Processing Team and your new Case [REDACTED] will be reaching out to you in the next few business days.

Your new Case [REDACTED] will discuss the process of the repurchase in more detail, however, if you'd like to start gathering the documentation listed below, this will help progress your case more quickly. We strongly advise that you begin collecting the documents listed below and have them readily available to present to your Repurchase Coordinator.

Repurchase:

Drivers License - For all registered owners/lessees.
Ownership Document - See State-specific list on attached document. Lien-free Title (Front & Back) is always needed if there is no loan. The Ownership document is not needed for a Leased vehicle.
Payment History - Complete record from lender showing date paid, amount paid, interest paid (if applicable), and either loan account number or vehicle VIN. If refinanced or paid in full, this is needed or all loans that are or have been on the vehicle. This will need to be updated if/when additional payments are made.
Payoff Quote - From lender showing their overnight mailing address (non-PO Box), the vehicle VIN and loan account number, plus the payoff amount, the good through date, and daily interest (per diem) if applicable. Please wait for any payments to post before getting this document. If the loan is paid in full, we will need a copy of the vehicle Title (Front & Back) without any liens listed on the title.
Purchase Document - See State-specific list on attached document.
State-Specific Document(s) - See State-specific list on attached document.
Vehicle Registration (Current) - This is the document that shows the vehicle is registered in your state and the license plate assigned to it for use on roadways.

Your current overnight mailing address (non-PO Box)
The best phone number(s) and email address to reach you at.
The dealership you prefer to use at the completion of this process to turn your vehicle in (the surrender).

I will keep an eye out for your new case to be opened. Once I see that your new Case [REDACTED] has made contact, I do have to close our case to allow you to continue working with them. However, please feel free to contact me directly anytime you have questions or concerns, at [REDACTED] .

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

It has been a pleasure working with you!

Thank you and have a great day.

[REDACTED]
Chrysler Customer Retention Specialist
ref:_00Dj01qsDF_5003Z1QrUTF:ref

Date	07/28/2022	Subject	Repurchase	
From	[REDACTED]	To	[REDACTED]	Sent Date/Time 07/28/2022 22:18 PM

Dear [REDACTED] [REDACTED]

[REDACTED] with me today regarding the repurchase of your [REDACTED] As discussed, a new case will be opened with our Reacquired Vehicle Processing Team and your new Case [REDACTED] will be reaching out to you in the next few business days.

Your new Case [REDACTED] will discuss the process of the repurchase in more detail, however, if you'd like to start gathering the documentation listed below, this will help progress your case more quickly. We strongly advise that you begin collecting the documents listed below and have them readily available to present to your Repurchase Coordinator.

Repurchase:

Drivers License - For all registered owners/lessees.
Ownership Document - See State-specific list on attached document. Lien-free Title (Front & Back) is always needed if there is no loan. The Ownership document is not needed for a Leased vehicle.
Payment History - Complete record from lender showing date paid, amount paid, interest paid (if applicable), and either loan account number or vehicle VIN. If refinanced or paid in full, this is needed or all loans that are or have been on the vehicle. This will need to be updated if/when additional payments are made.
Payoff Quote - From lender showing their overnight mailing address (non-PO Box), the vehicle VIN and loan account number, plus the payoff amount, the good through date, and daily interest (per diem) if applicable. Please wait for any payments to post before getting this document. If the loan is paid in full, we will need a copy of the vehicle Title (Front & Back) without any liens listed on the title.
Purchase Document - See State-specific list on attached document.
State-Specific Document(s) - See State-specific list on attached document.
Vehicle Registration (Current) - This is the document that shows the vehicle is registered in your state and the license plate assigned to it for use on roadways.

Your current overnight mailing address (non-PO Box)
The best phone number(s) and email address to reach you at.
The dealership you prefer to use at the completion of this process to turn your vehicle in (the surrender).

I will keep an eye out for your new case to be opened. Once I see that your new Case [REDACTED] has made contact, I do have to close our case to allow you to continue working with them. However, please feel free to contact me directly anytime you have questions or concerns, at [REDACTED] .

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

It has been a pleasure working with you!

Thank you and have a great day.

[REDACTED]
Chrysler Customer Retention Specialist
ref:_00Dj01qsDF_5003Z1QrUTF: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)# 83212201

VIN		Model Year	2021	Brand	
Body		Vehicle	P	HYBRID TOURING L	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/16/2022	CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage	9,506 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Dealer					
Dealer Address					
Dealer Zone	Southeast	Sales District		Service District	C
Subject	Vehicle concern				
Synopsis	Case is closed due to wanting to file arbitration per AH				
Customer Anomaly	Engine				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	30	General engine issues
Reason Code	Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/16/2022 10:18 PM	Open
06/16/2022 10:23 PM	Closed
06/16/2022 10:32 PM	Open
07/06/2022 09:28 PM	Closed
07/06/2022 09:53 PM	Open
08:57 PM	Closed

Initial Description

Customer is having issues starting car. Battery is drained to 7%. Advisor said to go to DLR for further assistance.

Case Comments

Date	Comment
06/16/2022	Customer is calling regarding vehicle having issues turning on. Customer stated he is having continued issues with DLR fixing issue. Advisor said to get appointment with DLR before further assistance is provided.
06/16/2022	has an appointment on June 23rd at 9 am at 50 for diagnosis. Advised if the DLR does not have a rental for him he would have to pay out of pocket for a rental and submit the receipts for review of reimbursement as there is no diagnosis yet.
06/17/2022	**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 case to Dispute Resolution (LLQ) queue Assigned case to Specialist. Review next steps in Case Activity. Provide feedback on L1/L2 handling to your Team Leader.
06/20/2022	sent a intro email and will wait until Friday 06/24/22 to call the DLR since the has an appointment on Thursday 06/23/22. did approve rental for \$65 a day
	IBC from Customer: contacted FCA to speak to Cm, Cm unavailable sent alert for to contact customer
	***OBC To *** LVM for stating he is able to take the vehicle to another DLR to get another look at the vehicle or to take it to the same DLR and we can have a technical resource case open up for the
	***IBC From *** called in hes losing faith in the brand and issues with the DLR and vehicle. stated that she will look into a SC for the will set a task for Wednesday 06/22/22
06/22/2022	\$100 96 Months / 125000 Miles \$4,245 DWMB125N
06/24/2022	called stating that the service contract has been added to his vehicle and to give a CB so we can go over SC
06/28/2022	***OBC To DLR*** called the seeing if they were able to duplicate the issue with the vehicle turning on. The DLR states that the vehicle is operating as designed. will call the and let them know that since they can not duplicate the issue at this time I would not be able to open any technical resources. You do have a service contract that if anything should arise it would cover the issue at hand.
07/05/2022	***OBC To *** called and stated since they can not duplicate the issue at this time I would not be able to open any technical resources. You do have a service contract that if anything should arise it would cover the issue at hand. will send an email about rental reimbursement and what documents to send.
07/05/2022	***IBC From *** The picked up the vehicle and stated that the vehicle has a cylinder misfire when he took back to the DLR and they diagnosed it as a cylinder misfire. mentioned law and stated she can send it up but it might get sent back.
07/06/2022	***OBC TO DLR*** FERMAN RAMAT Service Dept. currently unavailable.
07/06/2022	**Dispute Resolution Review** Does Not Qualify Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines.
07/06/2022	***OBC To *** called to discuss case and where he wants to go. states that no one would take the 1%-5% states that he has contacted multiple DLRs and no one would take it. wants to file the vehicle as a law. used the AH for arbitration and emailed the and stated that the case will be closed.
	called stating the car is now back in the DLR. states that the car was taken to to sell the vehicle and that Dealership stated that there is another code on the vehicle and is now back in the shop to be fixed. Never received the email that was meant to be sent yesterday? Would like for the email in question to be resent to the cst. is wanting to know if they get a rental will they be reimbursed for this rental. would like a call back as soon as possible!
	calculated the rental reimbursement and per the RO from 06/17-06/21 the had the rental from 06/17-07/05 The rate of the vehicle from the rental company was \$99/Day. gave the a \$60-\$65/ADay rental When calculated the total reimbursement we are looking at a total of \$260
	Per AnswerHub sent this email to the ***Email to *** Dear . Your case is being closed due to the fact you would like to file arbitration. Once a customer wants to file arbitration we close the case. The link that was sent previously you will now follow along with that. As for your reimbursement I did go ahead and calculate the \$65/ADay for rental that I approved plus your repair order being opened on June 17th,2022 and closed on June 21st,2022. I am only allowed to reimburse you for the time of the repair order being opened and closed plus my daily rate that I approved for you. Once I submit your reimbursement and it is approved I will proceed to close your case. Best Regards, Victoria
	will proceed to close case and do the rental reimbursement of \$260

Email(s)

Date	06/20/2022	Subject	Chrysler Customer Care Ca
From		To	
		Sent Date/Time	06/20/2022 18:09 PM

Hello Mr. [REDACTED],

Id like to thank you for contacting Chrysler customer care and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

I do see that your appointment is on Thursday 06/23/22 I will contact the dealership on Friday for a diagnoses on the vehicle and contact you with any updates.

My Name [REDACTED] and I have been assigned as your case manager.

My phone number is [REDACTED]

My hours Monday-Friday 9 am to 5:30 pm Eastern Standard Time.

Your Case number is [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Best Regards,
[REDACTED]

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Date	06/20/2022	Subject	Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	06/20/2022 18:09 PM

Hello Mr. [REDACTED],

Id like to thank you for contacting Chrysler customer care and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

I do see that your appointment is on Thursday 06/23/22 I will contact the dealership on Friday for a diagnoses on the vehicle and contact you with any updates.

My Name [REDACTED] and I have been assigned as your case manager.

My phone number is [REDACTED]

My hours Monday-Friday 9 am to 5:30 pm Eastern Standard Time.

Your Case number is [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Best Regards,
[REDACTED]

ref:_00Dj01qsDF_5003Z1QrXfS:ref

Date	06/21/2022	Subject	Re: Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	06/21/2022 06:12 AM

I got a call today from the dealership saying they drove the car multiple times but they found nothing.

I am very very concerned, given the vehicle wouldn't respond to the throttle twice in the space of 1hr within 2 miles from my home last week. I was so disturbed that I Called Chrysler immediately, and had the car towed to the dealership

If they respond Again they found nothing... I will be selling the car and never purchasing a Chrysler ever again..

Imagine my horror being told there was nothing wrong with the car, when I got stalled on the highway with my whole family in the car!!!!!!!

That thing isn't safe to drive if I am being told nothing is wrong with the car, and at this point, It's looking like I may be leaving this brand and not coming back

Totally appalled!!

On Mon, Jun 20, 2022, 2:09 PM US Customer Care [REDACTED] wrote:

> Hello Mr. [REDACTED],

>

>

> Id like to thank you for contacting Chrysler customer care and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

> I do see that your appointment is on Thursday 06/23/22 I will contact the dealership on Friday for a diagnoses on the vehicle and contact you with any updates.

> My Name [REDACTED] and I have been assigned as your case manager.

> My phone number is [REDACTED]

> My hours Monday-Friday 9 am to 5:30 pm Eastern Standard Time.

> Your Case number is [REDACTED]

>

> If you have any questions or concerns please reach out to me as I would be happy to assist.

>

> Best Regards,
> [REDACTED]

>

>

> ref:_00Dj01qsDF_5003Z1QrXfS:ref

>

Date	07/05/2022	Subject	Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/05/2022 15:58 PM

Hello Mr. [REDACTED]

Please send me a copy of your rental invoice and repair order you are able to fax over these documents to [REDACTED] please put your first and last name with your case number that is in the subject of this email.

Please provide this to me so I can process reimbursement and review it with my team.

I will follow up on Friday 07/08/22 to see if I have received it.

ref:_00Dj01qsDF_5003Z1QrXfS:ref

Date	07/05/2022	Subject	Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/05/2022 15:58 PM

Hello Mr. [REDACTED]

Please send me a copy of your rental invoice and repair order you are able to fax over these documents to [REDACTED] please put your first and last name with your case number that is in the subject of this email.

Please provide this to me so I can process reimbursement and review it with my team.

I will follow up on Friday 07/08/22 to see if I have received it.
ref:_00Dj01qsDF_5003Z1QrXfS:ref

Date	07/05/2022	Subject	Re: Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/05/2022 22:10 PM

See attached

Best Regards,

On Tue, Jul 5, 2022, 11:58 AM US Customer Care [REDACTED] wrote:

>
> Hello Mr. [REDACTED]
>
> Please send me a copy of your rental invoice and repair order you are able
> to fax over these documents to [REDACTED] please put your first and
> last name with your case number that is in the subject of this email.
>
> Please provide this to me so I can process reimbursement and review it
> with my team.
>
> I will follow up on Friday 07/08/22 to see if I have received it.
>
>
>
> ref:_00Dj01qsDF_5003Z1QrXfS:ref
>

Date	07/06/2022	Subject	First Contact with Customer by Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/06/2022 15:30 PM

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

FCA Customer Retention Team

Date	07/06/2022	Subject	Chrysler Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/06/2022 21:23 PM

Dear Mr. [REDACTED]

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

www.ncdsusa.org
or
[REDACTED] option 5 [REDACTED])

Your current case [REDACTED] will be closed. If you have any questions after 14 days, please contact Chrysler Customer Care for additional assistance.

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

Chrysler Customer Care
[REDACTED] Corporation
ref:_00Dj01qsDF_5003Z1QrXfS:ref

Date	07/06/2022	Subject	Chrysler Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/06/2022 21:23 PM

Dear Mr. [REDACTED]

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

www.ncdsusa.org
or
[REDACTED] option 5 [REDACTED])

Your current case [REDACTED] will be closed. If you have any questions after 14 days, please contact Chrysler Customer Care for additional assistance.

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

Chrysler Customer Care
[REDACTED] Corporation
ref:_00Dj01qsDF_5003Z1QrXfS:ref

Date	07/06/2022	Subject	Re: Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/06/2022 22:04 PM

The email for the lemon hotline never came through

Still waiting

Best,

On Tue, Jul 5, 2022, 11:58 AM US Customer Care [REDACTED] wrote:

>
> Hello Mr. [REDACTED]
>
> Please send me a copy of your rental invoice and repair order you are able
> to fax over these documents to [REDACTED] please put your first and
> last name with your case number that is in the subject of this email.
>
> Please provide this to me so I can process reimbursement and review it
> with my team.
>
> I will follow up on Friday 07/08/22 to see if I have received it.
>
>
>
>
> ref:_00Dj01qsDF_5003Z1QrXS:ref
>

Date	07/07/2022	Subject	Re: Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/07/2022 19:59 PM

Dear [REDACTED],

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

www.ncdsusa.org
or

[REDACTED] option 5 [REDACTED])

Your current case [REDACTED] will be closed. If you have any questions after 14 days, please contact Chrysler Customer Care for additional assistance.

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

Chrysler Customer Care
[REDACTED] Corporation
ref:_00Dj01qsDF_5003Z1QrXS:ref

Date	07/07/2022	Subject	Re: Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/07/2022 19:59 PM

Dear [REDACTED],

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

www.ncdsusa.org
or

[REDACTED] option 5 [REDACTED])

Your current case [REDACTED] will be closed. If you have any questions after 14 days, please contact Chrysler Customer Care for additional assistance.

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

Chrysler Customer Care
[REDACTED] Corporation
ref:_00Dj01qsDF_5003Z1QrXS:ref

Date	07/07/2022	Subject	Re: Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/07/2022 20:04 PM

Why is my case closed? The car is now back in the shop due to another check engine light

I just can't with this whole thing right now

I am super done.

On Thu, Jul 7, 2022, 3:59 PM US Customer Care [REDACTED] wrote:

> Dear [REDACTED],
>
> Based on conversation with a [REDACTED] Customer Care Advisor, below is
> the arbitration contact information:
>
> www.*ncdsusa*.org
> or
> [REDACTED] option 5 [REDACTED])
> Your current case [REDACTED] will be closed. If you have any questions
> after 14 days, please contact Chrysler Customer Care for additional
> assistance.
>
> Thank you for allowing us to assist you in this matter.
>
> Chrysler Customer Care
> [REDACTED] Corporation
>
>
>
> ref:_00Dj01qsDF_5003Z1QrXS:ref
>

Date	07/07/2022	Subject	Re: Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/07/2022 20:44 PM

Dear [REDACTED],

Your case is being closed due to the fact you would like to file arbitration. Once a customer wants to file arbitration we close the case. The link that was sent previously you will now follow along with that. As for your reimbursement I did go ahead and calculate the \$65/A Day for rental that I approved plus your repair order being opened on June 17th,2022 and closed on June 21st,2022. I am only allowed to reimburse you for the the time of the repair order being opened and closed plus my daily rate that I approved for you. Once I submit your reimbursement and it is approved I will proceed to close your case.

Best Regards,

[REDACTED]

ref:_00Dj01qsDF_5003Z1QrXfS:ref

Date	07/07/2022	Subject	Re: Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/07/2022 20:44 PM

Dear [REDACTED],

Your case is being closed due to the fact you would like to file arbitration. Once a customer wants to file arbitration we close the case. The link that was sent previously you will now follow along with that. As for your reimbursement I did go ahead and calculate the \$65/A Day for rental that I approved plus your repair order being opened on June 17th,2022 and closed on June 21st,2022. I am only allowed to reimburse you for the the time of the repair order being opened and closed plus my daily rate that I approved for you. Once I submit your reimbursement and it is approved I will proceed to close your case.

Best Regards,

[REDACTED]

ref:_00Dj01qsDF_5003Z1QrXfS:ref

Date	07/07/2022	Subject	Re: Chrysler Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	07/07/2022 20:50 PM

Well, never again.

I am selling the car once it come as soon as it comes out of the shop and Chrysler has lost me as a customer for good.

No words. I'd have thought the least you guys could do was to reimburse me for the full amount of the rental. 65 dollars won't even get me a small SUV.. The car in the shop was a minivan meant to carry my family of 7, and how you guys expect me to get a replacement car with 65 dollars a day is laughable

This is adding insult to injury, especially as my car is back in the shop for the third time in a row, within less than 24hrs of picking the car up from the shop

[REDACTED] dissapointed at this entire process and experience

Thank you for all your help in any case

Best regards,

On Thu, Jul 7, 2022, 4:44 PM US Customer Care [REDACTED] wrote:

> Dear [REDACTED],

> Your case is being closed due to the fact you would like to

> file arbitration. Once a customer wants to file arbitration we close the

> case. The link that was sent previously you will now follow along with

> that. As for your reimbursement I did go ahead and calculate the \$65/A Day

> for rental that I approved plus your repair order being opened on June

> 17th,2022 and closed on June 21st,2022. I am only allowed to reimburse you

> for the the time of the repair order being opened and closed plus my daily

> rate that I approved for you. Once I submit your reimbursement and it is

> approved I will proceed to close your case.

>

> Best Regards,

> [REDACTED]

>

> ref:_00Dj01qsDF_5003Z1QrXfS:ref

>

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.