

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	2020	Brand	CHRYSLER
Body	RUES53	Vehicle	CHRYSLER PACIFICA HYBRID LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/13/2022	CAIR Type	Regular	Status	Closed
Close Date	09/06/2022	Origin	Telephone	Reason	
Mileage	3,226 Miles	Market	U	Language	English
Contact Email	gmail.com	Contact Phone	6086095851	Contact Mobile	6086095851
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address			CA		USA
Dealer	44991	DON MILLER DODGE CHRYSLER JEEP RAM		Dealer Phone	6082705000
Dealer Address	5802 ODANARD				
	MADISON	WI	53719 1212	USA	
Dealer Zone	Midwest	Sales District		Service District	K
Subject	Tech assistance required				
Synopsis	MMP SC added to vehicle. File closed.				
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/13/2022 01:51 PM	Open
08/01/2022 06:04 PM	Suspended
08/12/2022 09:04 PM	Open
08/17/2022 05:16 PM	Suspended
08/24/2022 04:01 AM	Open
09/02/2022 04:30 PM	Closed
09/02/2022 04:32 PM	Open
09/06/2022 12:19 PM	Closed

Initial Description

Cx requesting technical assistance

Case Comments

Date	Comment
07/13/2022	Cx says they called before about the charging cord. Cx went to DLR, they said cord wasn't working. This was during the end of May. Called since and got no response about where it is or ETA because of issues in pipeline. Cx said he wanted assistance because gas is high and that's the reason they got the car. This was the subject of the call on June 25th. On Friday July 8th the vehicle shut down on the road. Cx called roadside assistance and it got towed in. Has been with DLR since Friday. Cx wants to see if we can offer technical assistance to get the car back sooner. Cx is also asking about possible extension on warranty since it is a buyback. Believes previous issue related to buyback is still unresolved. Agent advised cx that there was already an additional warranty related to the buyback on his vehicle and that he could contact selling DLR for more information on what it covers. Advisor confirmed DLR info and let cx know he'd get a call back from a specialist within one business day.
07/14/2022	****VEHICLE QUALIFIER**** (New Owner) LR263476 - 2020 CHRYSLER PACIFICA HYBRID, Case # OPEN Recalls: None BUY BACK: 12 Months or Unlimited Miles, Expiration: May 16, 2023 In-Service Date: December 29, 2020 Original Owner: No, 2nd purchased: 05/25/2022 Mileage: 3,193 per open case # Vehicle purchase loyalty: (1) used, (0) new Multiple Repairs/Previous related repairs: No per open case # Mechanical MMP plans: None STAR case(s): yes, open case # Dup CAIR: No Issue/complaint: Cx says they called before about the charging cord. Cx went to DLR, they said cord wasn't working. This was during the end of May. Called since and got no response about where it is or ETA because of issues in pipeline. Cx said he wanted assistance because gas is high and that's the reason they got the car. This was the subject of the call on June 25th. On Friday July 8th the vehicle shut down on the road. Cx called roadside assistance and it got towed in. Has been with DLR since Friday. Cx wants to see if we can offer technical assistance to get the car back sooner. Cx is also asking about possible extension on warranty since it is a buyback. Believes previous issue related to buyback is still unresolved.
07/14/2022	****INBOUND DEALERSHIP CONTACT**** Don Miller Dodge Chrysler Jeep Ram, DEALER CODE: 44991 [SM.Jeff direct line] VM left SM.Jeff advised able to discuss cases later this afternoon and provided his direct number.
07/14/2022	****OUTBOUND DEALERSHIP CONTACT**** Don Miller Dodge Chrysler Jeep Ram, DEALER CODE: 44991 [SM.Jeff direct line] (New Owner) - 2020 CHRYSLER PACIFICA HYBRID, Case # Writer attempted to contact Dealer, SM.Jeff however, not available and left vtor call back.
07/14/2022	****BACKORDERED PARTS**** OUTBOUND DEALERSHIP CONTACT**** Don Miller Dodge Chrysler Jeep Ram, DEALER CODE: 44991 [SM.Jeff direct line] (New Owner) - 2020 CHRYSLER PACIFICA HYBRID, Case # Per open case # Part: PIMPart number: Order number: 3476** Order type: Special ETA: 7/27/2022, subject to change
07/14/2022	*****PARTS POD UPDATE***** Reassigning back to CM Please fill out the B/O parts paragraph and add the PART ORDER DETAIL for ALL parts: Part number: Order number: Order type: DLR code: ETA: Rental: Y/N - Start date: *****END OF UPDATE***** Once the above paragraph has been filled out, please send a new task to Parts Pod Chatham. If you require additional assistance, please obtain new order information and escalate to Parts Pod Chatham
07/14/2022	****Note: no phone number or email for the new customer on the case.
07/14/2022	****BACKORDERED PARTS**** OUTBOUND DEALERSHIP CONTACT**** Don Miller Dodge Chrysler Jeep Ram, DEALER CODE: 44991 [SM.Jeff direct line] (New Owner) LR263476 - 2020 CHRYSLER PACIFICA HYBRID, Case # Per open STAR case # Part: PIMPart number: 68381781AD Order number: 3476** Order type: Special ETA: 7/27/2022, subject to change
07/14/2022	****OUTBOUND DEALERSHIP CONTACT**** Don Miller Dodge Chrysler Jeep Ram, DEALER CODE: 44991 [SM.Jeff direct line] (New Owner) LR263476 - 2020 CHRYSLER PACIFICA HYBRID, Case # SA Dan advised phone number they have for the customer is: 608-608-5851
07/14/2022	****OUTBOUND CUSTOMER CONTACT**** Buyback vehicle, Case # (New Owner) [608-608-5851] 2020 CHRYSLER PACIFICA HYBRID Reconfirm email: Writer attempted to contact customer at 608-608-5851 however, line busy
07/14/2022	System Update: [Order has been Upgraded to CCV for priority. Please refer to the parts detail screen for most up to date ETA]
07/14/2022	*****PARTS POD UPDATE***** DEALER: 44991 ORDER NUMBER: \$3476 (CCV) PART NUMBER: 68381781AD INVERTER MODULE NO CURR PROM DATE - ETA to DEALER will be provided, once available. ORDER HAS BEEN UPGRADED TO CCV TO ENSURE PRIORITY *****END OF UPDATE *****
07/19/2022	Cx called requesting the bumper to bumper warranty to start over. agent refer to Mopar also cx requesting to speak to cm but she isn't avail agent left message for cm also agent updated phone number being it was one number off that's why cm wasn't able to contact cx
07/21/2022	*****PARTS POD UPDATE***** DEALER: 44991 ORDER NUMBER: \$3476 (CCV) PART NUMBER: 68381781AD INVERTER MODULE Tentative ETA to DEALER Late July Early August - Subject to change - B/O CCV *****END OF UPDATE *****
07/27/2022	****INBOUND CUSTOMER CONTACT**** Buyback vehicle, Case # (New Owner) [608-608-5851] 2020 CHRYSLER PACIFICA HYBRID Reconfirm email: VM left. Customer advised he wants to discuss options with vehicle.

Date	Comment
07/27/2022	*****OUTBOUND CUSTOMER CONTACT*****Buyback vehicle, Case # [REDACTED] (New Owner) [REDACTED] [608-608-5851] 2020 CHRYSLER PACIFICA HYBRID Reconfirmed email: Writer attempted to contact customer, however, phone rang, then gave busy signal and disconnected.
07/28/2022	****Inbound from cst*** customer wanted to speak to CM, agent tried to transfer and CM is on lunch status, gave cst CM phone # to call her directly.
07/28/2022	*****INBOUND CUSTOMER CONTACT*****Buyback vehicle, Case # [REDACTED] (New Owner) [REDACTED] [608-609-5851] 2020 CHRYSLER PACIFICA HYBRID Reconfirmed email: VM left. Customer requesting call back.
07/28/2022	*****PARTS POD UPDATE***** DEALER: 44991 ORDER NUMBER: \$3476 (CCV) PART NUMBER: 68381781AD INVERTER MODULE Tentative ETA to DEALER Early to Mid August - Subject to change - B/O CCV*****END OF UPDATE *****
07/28/2022	*****OUTBOUND CUSTOMER CONTACT*****Buyback vehicle, Case # [REDACTED] (New Owner) [REDACTED] [608-609-5851] 2020 CHRYSLER PACIFICA HYBRID Reconfirmed email: [REDACTED]@gmail.com Customer was advised we working with the part supplier to obtain the INVERTER MODULE part to the dealership, current ETA to DEALER Early August - Subject to change Customer was advised next update August 01/2022. Customer advised they dealership he purchased his vehicle is 100 miles away and has lost confidence in his vehicle purchase. Customer advised he wants an extended warranty put on his vehicle that goes past 2023 with \$0.00 deductible. Customer was advised writer will look into his request however, no guarantees.
08/04/2022	*****PARTS POD UPDATE***** DEALER: 44991 ORDER NUMBER: \$3476 (CCV) PART NUMBER: 68381781AD INVERTER MODULE Tentative ETA to DEALER Mid to Late August - Subject to change - B/O CCV*****END OF UPDATE *****
08/10/2022	*****PARTS POD UPDATE***** DEALER: 44991 ORDER NUMBER: \$3476 (CCV) PART NUMBER: 68381781AD INVERTER MODULE SHIPPED-PDC on 8/9 - In transit to DEALER - ETA 3-8 business days *****END OF UPDATE ***** B/O Parts Task Completed. Please follow up with the Dealer to confirm part has been delivered. If further assistance is needed, complete part order detail and assign a new task to Chatham Parts Pod.
08/12/2022	*****INBOUND CUSTOMER CONTACT*****Buyback vehicle, Case # [REDACTED] (New Owner) [REDACTED] [608-609-5851] 2020 CHRYSLER PACIFICA HYBRID Reconfirmed email: [REDACTED]@gmail.com VM left on 08/11 Customer advised received update on the van and there is another problem found with the wiring harness that runs the coolant pump. The harness caused the pump to shut down and the TIM module failed. So the fix is to replace the harness and DLR waiting to hear back from Chrysler. DLR thinks they won't get the part until September. So wondering if compensation will be given due to lost time of the vehicle and if a loaner vehicle can be provided.
08/15/2022	*****OUTBOUND DEALERSHIP CONTACT***** Don Miller Dodge Chrysler Jeep Ram, DEALER CODE: 44991 [SM Jeff direct line] [REDACTED] (New Owner) [REDACTED] LR263476 - 2020 CHRYSLER PACIFICA HYBRID, Case # [REDACTED] SM Jeff advised auxiliary pump and wiring have been ordered August 11th; VOR for the vehicle, RO is: 196429. SM Jeff advised the Auxiliary pump, P/N: 68237837AAs at the dealership and waiting on the wiring. - Wiring P/N: 68445812AC, Order #: 196429 SM Jeff was advised writer review order number which is showing, ETA 8/16/2022, subject to change, Status Description: RECEIVED AT CHICAGO SM Jeff advised the customer is currently in a rental vehicle.
08/15/2022	*****OUTBOUND CUSTOMER CONTACT*****Buyback vehicle, Case # [REDACTED] (New Owner) [REDACTED] [608-609-5851] 2020 CHRYSLER PACIFICA HYBRID Reconfirmed email: [REDACTED]@gmail.com Customer was advised per SM the dealership had ordered an Auxiliary pump and Wiring. Customer was advised the Auxiliary pump is at the dealership and waiting on the Wiring part. Customer was advised the Wiring part has an ETA showing, ETA 8/16/2022, subject to change. Customer thanked for the update. Customer advised he would like to be compensated such as an extended warranty. Customer was advised writer will look into it however, no guarantees.
08/17/2022	*****OUTBOUND DEALERSHIP CONTACT***** Don Miller Dodge Chrysler Jeep Ram, DEALER CODE: 44991 [SM Jeff direct line] [REDACTED] (New Owner) [REDACTED] LR263476 - 2020 CHRYSLER PACIFICA HYBRID, Case # [REDACTED] PA Augie advised the Auxiliary pump is at the dealership and the Wiring part arrived at the dealership yesterday. PA Augie advised the DLR has only (1) Hybrid Tech and the Tech has a couple other vehicles ahead of the customers. PA Augie advised the Tech is expecting to start repairs next week on the customers Buyback vehicle.
08/17/2022	*****OUTBOUND CUSTOMER CONTACT*****Buyback vehicle, Case # [REDACTED] (New Owner) [REDACTED] [608-609-5851] 2020 CHRYSLER PACIFICA HYBRID Reconfirmed email: [REDACTED]@gmail.com Customer was advised per the DLR is expecting to start repairs next week. Customer was advised writer will look into adding a Max Care SC onto his vehicle when his vehicle is repaired and returned back to him, however, cannot guarantee a \$0.00 deductible. Customer thanked. Customer was advised writer will be out of office next week and returning back on August 29th and a colleague may reach out to him. Customer understood.
08/25/2022	*****OUTBOUND DEALERSHIP CONTACT***** Don Miller Dodge Chrysler Jeep Ram, DEALER CODE: 44991 [SM Jeff direct line] [REDACTED] (New Owner) [REDACTED] LR263476 - 2020 CHRYSLER PACIFICA HYBRID, Case # [REDACTED] CM spoke to SA Larry who stated that the vehicle has been repaired and a inspection has been done. CM spoke to SA Joe who stated that the customer has picked up the vehicle.
08/25/2022	*****OUTBOUND CUSTOMER CONTACT*****Buyback vehicle, Case # [REDACTED] (New Owner) [REDACTED] [608-609-5851] 2020 CHRYSLER PACIFICA HYBRID Reconfirmed email: [REDACTED]@gmail.com CM spoke to cx who stated that the vehicle is good so far. Cx states that his CM was looking into a SC for him. CM advised that case CM would have to look into it. CM advised cx to send in the repair order to move the case forward. Cx asked what happens if this issue arises again when they are away from home. CM advised that we would have to work out the situation if it does arise.
08/31/2022	*****MPP Goodwill Request***** Maximum Care w/ \$0 deductible: 72 Months / 100,000 Miles MPP Plan#: VMX6100N Cost of Plan: \$2,390 Authorized by: T7368me Justification: Due to back ordered part concerns and for customer satisfaction.
09/02/2022	*****OUTBOUND CUSTOMER CONTACT*****Buyback vehicle, Case # [REDACTED] (New Owner) [REDACTED] [608-609-5851] 2020 CHRYSLER PACIFICA HYBRID Reconfirmed email: [REDACTED]@gmail.com Customer was advised the MPP SC, MAXIMUM CARE is based on the ISD: December 29, 2020 will expire December 28, 2026 @ 100,000 Miles. Customer was advised writer has email him the provisions. Customer advised his vehicle is working fine so far and thanked writer for everything. Customer was advised his case will close and may get a survey.

Email(s)

Date	Subject	Sent Date/Time
07/18/2022	Tech assistance required	
From	sandra.guerrieri@fcagroup.com	To [REDACTED]@gmail.com
Good Afternoon		
Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. Currently we do not have an ETA we will continue to provide updates. ref:_00Dj01qsDF_5003Z1RejlS:ref		

Date	Subject	Sent Date/Time
07/22/2022	RE: Tech assistance required	
From	sandra.guerrieri@fcagroup.com	To [REDACTED]@gmail.com
Good Morning		
Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. Currently we have an ETA of late July to early August, which is subject to change. We will continue to provide updates.		
----- Original Message ----- From: US Customer Care [sandra.guerrieri@fcagroup.com] Sent: 7/18/2022 3:16 PM To: [REDACTED]@gmail.com Subject: Tech assistance required		
Good Afternoon		
Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. Currently we do not have an ETA. We will continue to provide updates. ref:_00Dj01qsDF_5003Z1RejlS:ref		

Date	Subject	Sent Date/Time
07/28/2022		
From	chryslercustomer@fcagroup.com	To [REDACTED]@gmail.com
Sent Date/Time 07/28/2022 18:16 PM		

Hello [REDACTED]

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

Your case number is [REDACTED]
The Chrysler Case Management telephone number is: 1-844-827-2003
My extension is: 3020198

Sincerely,

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020198
ref._00Dj01qsDF._5003Z1RejlS:ref

Date	07/28/2022	Subject	Re:	Sent Date/Time	07/28/2022 18:17 PM
From	[REDACTED]@gmail.com	To	chryslercustomer@fcagroup.com		

Thank you for your assistance.

On Thu, Jul 28, 2022 at 1:16 PM Chrysler Customer Care <chryslercustomer@fcagroup.com> wrote:

> Hello [REDACTED]
>
> My name is Maxine and I have been assigned as your Case Specialist. Here
> is some information that will be helpful for you to have:
>
> Your case number is [REDACTED]
> The Chrysler Case Management telephone number is: 1-844-827-2003
> My extension is: 3020198
>
> Sincerely,
>
> Maxine
> Senior Case Management Specialist
> Phone: 1-844-827-2003| Ext. 3020198
>
>
> ref._00Dj01qsDF._5003Z1RejlS:ref
>

Date	08/01/2022	Subject		Sent Date/Time	08/01/2022 18:03 PM
From	chryslercustomer@fcagroup.com	To	[REDACTED]@gmail.com		

Hello [REDACTED]

We are working with the part supplier to obtain the Inverter module to the Don Miller dealership. Current estimated time of arrival is showing mid-August, subject to change. I will update you again on August 15th.

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020198
ref._00Dj01qsDF._5003Z1RejlS:ref

Date	08/01/2022	Subject	Re:	Sent Date/Time	08/01/2022 18:08 PM
From	[REDACTED]@gmail.com	To	chryslercustomer@fcagroup.com		

Thank you for the update.
We would like an update on the eta of a plug-in cable. And .. on the probability of a extended warranty or anything that compensates us for our lost use of this vehicle. Thanks for your help!

On Mon, Aug 1, 2022 at 1:03 PM Chrysler Customer Care <chryslercustomer@fcagroup.com> wrote:

> Hello [REDACTED]
>
> We are working with the part supplier to obtain the Inverter module to the
> Don Miller dealership. Current estimated time of arrival is showing
> mid-August, subject to change. I will update you again on August 15th.
>
> Maxine
> Senior Case Management Specialist
> Phone: 1-844-827-2003| Ext. 3020198
>
>
>
>
> ref._00Dj01qsDF._5003Z1RejlS:ref
>

Date	08/25/2022	Subject	RE: Re:	Sent Date/Time	08/25/2022 21:05 PM
From	chryslercustomer@fcagroup.com	To	[REDACTED]@gmail.com		

Good Afternoon,

As our conversation please reply to the email with your repair order.

Best Wishes,
Jen
Stellantis Case Management
ref._00Dj01qsDF._5003Z1RejlS:ref

Date	08/25/2022	Subject	RE: Re:	Sent Date/Time	08/25/2022 21:05 PM
From	chryslercustomer@fcagroup.com	To	[REDACTED]@gmail.com		

Good Afternoon,

As our conversation please reply to the email with your repair order.

Best Wishes,
Jen
Stellantis Case Management
ref._00Dj01qsDF._5003Z1RejlS:ref

Date	08/27/2022	Subject	Re: repair receipt attachment
From	[REDACTED]@gmail.com	To	chryslercustomer@fcagroup.com
		Sent Date/Time	08/27/2022 01:47 AM
On Thu, Jul 28, 2022 at 1:17 PM [REDACTED] <[REDACTED]@gmail.com> wrote:			
> Thank you for your assistance.			
>			
> On Thu, Jul 28, 2022 at 1:16 PM Chrysler Customer Care <			
> chryslercustomer@fcagroup.com> wrote:			
>			
>> Hello [REDACTED]			
>>			
>> My name is Maxine and I have been assigned as your Case Specialist. Here			
>> is some information that will be helpful for you to have:			
>>			
>> Your case number is [REDACTED]			
>> The Chrysler Case Management telephone number is: 1-844-827-2003			
>> My extension is: 3020198			
>>			
>> Sincerely,			
>>			
>> Maxine			
>> Senior Case Management Specialist			
>> Phone: 1-844-827-2003 Ext. 3020198			
>>			
>>			
>> ref._00Dj01qsDF._5003Z1Rej S:ref			
>>			
>>			
>			

Date	08/27/2022	Subject	Re: repair receipt attachment
From	[REDACTED]@gmail.com	To	chryslercustomercare@fcagroup.com
		Sent Date/Time	08/27/2022 01:49 AM
On Thu, Jul 28, 2022 at 1:17 PM [REDACTED] <[REDACTED]@gmail.com> wrote:			
> Thank you for your assistance.			
>			
> On Thu, Jul 28, 2022 at 1:16 PM Chrysler Customer Care <			
> chryslercustomercare@fcagroup.com> wrote:			
>			
>> Hello [REDACTED]			
>>			
>> My name is Maxine and I have been assigned as your Case Specialist. Here			
>> is some information that will be helpful for you to have:			
>>			
>> Your case number is [REDACTED]			
>> The Chrysler Case Management telephone number is: 1-844-827-2003			
>> My extension is: 3020198			
>>			
>> Sincerely,			
>>			
>> Maxine			
>> Senior Case Management Specialist			
>> Phone: 1-844-827-2003 Ext. 3020198			
>>			
>>			
>> ref._00Dj01qsDF._5003Z1Rej S:ref			
>>			
>>			
>			

Date	08/31/2022	Subject	
From	chryslercustomer@fcagroup.com	To	[REDACTED]@gmail.com
Sent Date/Time		08/31/2022 20:47 PM	
Hello Jon,			
Re: Case # [REDACTED]			
I am currently waiting for the Mopar Vehicle Protection service contract: Maximum Care, 6 years/100,000 miles with \$0.00 deductible to be added to your 2020 Chrysler Pacifica VIN #: [REDACTED]			
I will contact you when it is added.			
Maxine Senior Case Management Specialist Phone: 1-844-827-2003 Ext. 3020198 ref:_00Dj01qsDF._5003Z1RejlS:ref			

Date	09/02/2022	Subject			
From	chryslercustomer@fcagroup.com	To	[REDACTED]@gmail.com	Sent Date/Time	09/02/2022 16:07 PM
Hello [REDACTED]					
Attached is the Mpar Vehicle Protection Maximum Care service contract.					
Maxine Senior Case Management Specialist Phone: 1-844-827-2003 Ext. 3020198 ref:_00Dj01qsDF._5003Z1RejlS:ref					

Date	09/02/2022	Subject	
From	chryslercustomer@fcagroup.com	To	[REDACTED]@gmail.com
Sent Date/Time	09/02/2022 16:28 PM		

Hello [REDACTED]

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

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

Thank you for giving us the opportunity to work with you. You may have the potential to receive an email survey regarding my performance. Please feel free to fill out the survey, we'd appreciate hearing your feedback

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

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020198
ref._00Dj01qsDF._5003Z1Rej|S:ref

Date	09/02/2022	Subject	Re: warranty
From	[REDACTED]@gmail.com	To	chryslercustomercare@fcagroup.com
Sent Date/Time	09/02/2022 16:32 PM		

Hey Maxine,
So good to talk to you, however, I forgot to ask about the transferability of the warranty.

On Fri, Sep 2, 2022 at 11:29 AM Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

> Hello [REDACTED]

>

> I am sending you this email regarding the closure of Case # [REDACTED] with

> Chrysler Case Management.

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

> your concern. If your vehicle experiences any further issues and you are

> able to get it diagnosed certainly give us a call back so we may open a new

> case with you. Thank you for your time and participation and for being a

> Chrysler customer.

>

> Thank you for giving us the opportunity to work with you. You may have the

> potential to receive an email survey regarding my performance. Please feel

> free to fill out the survey, we'd appreciate hearing your feedback

>

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

>

>

> Maxine

> Senior Case Management Specialist

> Phone: 1-844-827-2003| Ext. 3020198

>

> ref._00Dj01qsDF._5003Z1Rej|S:ref

>

Date	09/06/2022	Subject	Re: warranty
From	chryslercustomercare@fcagroup.com	To	[REDACTED]@gmail.com
Sent Date/Time	09/06/2022 12:18 PM		

Hello [REDACTED]

The service contract has a \$50.00 transfer fee.

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020198
ref._00Dj01qsDF._5003Z1Rej|S: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.)

CUSTOMER #:

INVOICE

DON MILLER
Jeep
 5802 Odana Rd. Madison, WI 53719
 Phone: (608) 270-5001 Fax: (608) 270-5035
 www.donmiller.com

PAGE 1

HOME:		CONT:		SERVICE ADVISOR: 103 BOB BRATVOLD		MILEAGE IN / OUT		TAG	
BUS:		CELL:		VIN		3193/3226		T333	
COLOR	YEAR	MAKE/MODEL		PO NO.		RATE		PAYMENT	
	20	CHRYSLER PACIFICA HY				155.00		CASH	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	13:45 11JUL22		ENG: 3.6 Liter_PHEV		INV. DATE	
08JUL22 DE								23AUG22	
R.O. OPENED		READY		OPTIONS:					

07:27 11JUL22 14:12 23AUG22
 LINE OPCODE TECH TYPE HOURS

A Multi-point inspection
 06 Multi-point inspection
 1381 ISP

B Indicator/Warning Lights Concern [cust states he has a warning light "service charging system" and the vehicle has shut down. cust having car towed in]

CAUSE:
 11 DIAGNOSED AND REPLACED FAILED ENGINE COMPARTMENT HARNESS, COOLANT PUMP AND BATTERY. TEST DROVE. ALL GOOD.

- 1381 W
- 1 68237837AA PUMP-AUXILIARY COOLANT
- 1 BBH6A001AA BATTERY-STORAGE
- 1 68445812AC WIRING-POWERTRAIN
- 1 68381781AD MODULE-INVERTER
- 1 68163849AB *ANTIFREEZE-COOLANT

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

C CUSTOMER STATES THAT THERE IS A RRT-22-100

CAUSE:
 11 PERFORMED RRT 22-100
 1381 W

(N/C)

BOB CALLED AT 9:00 8/11/22
 LEFT UPDATE MSG. A HARNESS
 HAD TO BE ORDERED. ETA MID
 SEPT. VEH CA NT BE DRIVEN.

*[] CASH [] CHECK CK NO. [] *
 *[] VISA [] MC [] DISC [] AMEX [] OTHER *
 *[] A/R DATE PAID [/ /] CASHIER [] *
 * WE APPRECIATE YOUR BUSINESS!!! *

CUSTOMER SIGNATURE _____

We have added a charge equal to 9 percent of the total cost of labor and parts not to exceed \$9.74 to the repair order for shop supplies used in connection with this repair.

(608) 270-5001
 Service Direct Line

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53707-8911."

"Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

Thank You! We Sincerely Appreciate Your Business

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Brad Deery sales 260-600-3000



**VEHICLE
PROTECTION**
A PRODUCT OF FCA US LLC

PLAN # [REDACTED]

VEHICLE IDENTIFICATION NUMBER: [REDACTED]

Your vehicle is covered by:

- 6/100 MAXIMUM CARE
(Option Code: WMX6100N Form Num: NM515)

6/100 MAXIMUM CARE
EFFECTIVE: 12/29/2020
EXPIRES: 12/28/2026 OR 100,000 MI

Key Terms

*Covered Vehicle or Vehicle - means the vehicle that has the above referenced vehicle identification number

*Dealer - means "authorized FCA US LLC franchise dealer", which includes dealers of the Chrysler, Dodge, Jeep, Ram, SRT, FIAT and ALFA ROMEO vehicle lines

*FCA US Vehicle - means "Chrysler, Dodge, Jeep, Ram, SRT, FIAT or ALFA ROMEO brand vehicles only"

*Mopar Vehicle Protection (MVP) Plan - Is defined as a Plan offered and issued by FCA Service Contracts LLC.

*Plan - means this "6/100 MAXIMUM CARE" Service Contract

*we, us, our - means FCA Service Contracts LLC, the entity obligated to perform the obligations of this contract. FCA Service Contracts LLC's contact information is PO Box 2700, Troy, MI 48007-2700; phone: 1-800-521-9922. FCA Service Contracts LLC is a wholly-owned subsidiary of FCA US LLC.

*you, your - means the Plan purchaser

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A SERVICE CONTRACT: This Plan is a service contract between you and us. The Plan protects you against major repair bills should a Vehicle component covered by the Plan fail due to defects in material or workmanship. This Plan is not insurance and is not part of the manufacturer's warranty. We are solely responsible (liable) for fulfillment of the provisions of the Plan.

Obligations of the provider under the Plan are backed by the full faith credit of the provider.

No Dealer, Dealer employee or our employee has the authority to modify or change any provision of this Plan. The express provisions of this Plan outline the sole benefits which we are obligated to provide; no other coverage is implied hereunder, and no coverage can be implied due to an oral or written misrepresentation, error or omission.

IMPORTANT! The maximum benefit amount should a covered component of the Vehicle fail will be THE TOTAL COST OF THE REPAIRS PER VISIT LESS THE DEDUCTIBLE, OR THE CASH VALUE OF THE VEHICLE, WHICHEVER IS LESS! The cash value of the Vehicle will be determined at the time of the covered repair and will be the average retail value as listed in the current NADA Used Car Pricing Guide. If at any time the repair costs for covered component(s) exceed the Vehicle's cash value, your final Plan benefit will be our payment of the Vehicle's cash value rather than the repair costs. Plan coverage and benefits will terminate automatically and immediately pursuant to this provision and we will have no further obligations of any kind in respect to the terminated Plan.

This issuance of this Plan, unless otherwise prohibited by law, shall not be deemed as a waiver of our right, or considered a restriction of our right to refuse to pay for service and/or to cancel the Plan should it subsequently be discovered that the vehicle for which the Plan was purchased was not eligible for Plan coverage.

NOTE: Place this Plan in your glove compartment or other secure place in the Vehicle. While your Vehicle is covered by this Plan, your Vehicle also may be covered by the manufacturer's warranty. For manufacturer's warranty coverage details, please refer to your warranty information booklet. THIS PLAN DOES NOT COVER ANY REPAIRS OR SERVICES WHICH ARE COVERED BY THE MANUFACTURER'S WARRANTY.

OBTAINING PLAN SERVICE: To obtain service under this Plan, you should return and present this contract to the Dealer who sold you the Plan. In the event you cannot return the Vehicle to the selling Dealer for service, you may request service from any Dealer within the United States, Canada, Guam, Puerto Rico or Mexico.

IMPORTANT! SERVICE OBTAINED FROM A PERSON OTHER THAN AN AUTHORIZED DEALER IS NOT REIMBURSABLE UNDER THIS PLAN UNLESS AUTHORIZED BY US AND YOU RECEIVE AN AUTHORIZATION NUMBER BEFORE THE SERVICE IS PERFORMED. DEALERS CANNOT AUTHORIZE REPAIRS UNDER THIS PLAN. Authorized repairs will be made *using remanufactured parts*. If remanufactured parts are not available, the Dealer will use new parts.

ELIGIBLE VEHICLES: New vehicles covered by a 5 Year/60,000 Mile or longer Powertrain Warranty, including FIAT and Alfa Romeo vehicles covered by a 4 Year/50,000 Mile Basic Warranty, are eligible within 36 months of the in-service date and 36,000 miles. Excludes ProMaster vehicles.

NOT ELIGIBLE: The following are not eligible for any Vehicle Protection Plan: Vehicles registered outside of the United States, Guam and Puerto Rico; motor homes; taxis (including vehicles used to transport passengers in return for payment, i.e. Uber, Lyft); vehicles converted from two to four-wheel drive; vehicles altered or converted from the original manufacturer's specifications; severe off-road use; vehicles not used in accordance with manufacturer's specifications for payload and/or towing capacity; vehicles with a gross weight (G.V.W.) of over 14,000 pounds; vehicles equipped with NorthStar engines; vehicles where the manufacturer warranty has been voided or restricted by the manufacturer; vehicles that have been declared to be a total loss by any insurance company, are rebuilt after being declared a total loss, or are issued a title indicating that the vehicle is designated as 'salvage', 'junk', 'rebuilt' or words of similar impact.

The following are not eligible for this Vehicle Protection Plan: Limousines; emergency vehicles (ambulance, fire, police pursuit; police patrol); vehicles used for security patrol; right-hand drive vehicles (except vehicles manufactured by FCA US LLC); vehicles used for postal service (except vehicles manufactured by FCA US LLC); vehicles used for dump truck; vehicles used for tow service (i.e. tow trucks); vehicles equipped with a diesel engine (except vehicles manufactured by FCA US LLC, Ford Motor Company, General Motors and Volkswagen); vehicles that operate on other than gasoline or diesel fuel systems (i.e. natural gas, electric); vehicles equipped with engines greater than 8 cylinders (except vehicles manufactured by FCA US LLC); vehicles used for commercial use*; ALL cab and chassis vehicles; vehicles ordered with box delete option or where the box has been removed; vehicles with dual rear wheels if used for commercial purposes.

*Commercial use includes but not limited to: Delivery, service or repair work, landscaping and grounds maintenance, shuttle service, snow removal.

NOTE: If for any reason, your vehicle is not eligible for this plan, contact your selling dealer for other plans that your vehicle may be eligible for.

WHEN PLAN COVERAGE STARTS AND ENDS: Plan coverage begins on the date you purchased the Plan for: (i) a Vehicle component not covered by the manufacturer's warranty; (ii) Trip Interruption; (iii) Car Rental in respect to covered repairs when a replacement vehicle is not otherwise provided; and (iv) Taxi Reimbursement. Plan coverage begins on the date the manufacturer's warranty ends for: (i) any Vehicle component covered under the manufacturer's warranty; and (ii) Roadside Assistance.

Plan coverage expires on 12/28/2026 or when the Vehicle odometer reads 100,000 mile(s) (whichever occurs first). This Plan provides coverage up to 6 years or 100,000 miles (whichever occurs first) from the Vehicle's original in-service date. The original in-service date begins when the Vehicle is sold, which is the same as the manufacturer's warranty date. THE 6 YEAR PLAN PERIOD AND 100,000 MILEAGE LIMITATION INCLUDES TIME COVERAGE UNDER AND MILEAGE TRAVELED WITHIN THE MANUFACTURER'S WARRANTY PERIOD.

\$0 (ZERO) DEDUCTIBLE: You are responsible to pay nothing for the total cost of covered component repairs performed during each repair visit. Repairs not covered by the Plan are your responsibility.

COVERAGE UNDER THE PLAN: WHAT IS COVERED? The Plan will pay the total cost (parts and labor) less a deductible per visit, to correct any of the following mechanical failures, caused by a defect in materials or workmanship of a covered component and are not covered by the vehicle's factory warranty. The only exceptions are those listed under "What is not covered by the Plan".

COMPONENTS COVERED BY THE PLAN INCLUDE (BUT ARE NOT LIMITED TO):

GASOLINE ENGINE: Cylinder Block and all Internal Parts; Cylinder Head Assemblies; Timing Case, Timing Chain, Timing Belt, Gears and Sprockets; Variable Valve Timing Solenoids and Actuators; Harmonic Balancer; Oil Pump, Water Pump and Housing; Intake and Exhaust Manifolds; Flywheel with Starter Ring Gear; Core Plugs; Valve Covers; Oil Pan; Oil Filter Adapter Housing; Turbocharger Housing and Internal Parts; Turbocharger Wastegate Actuator; Supercharger; Fuel Injectors (excluding clogged injectors); Serpentine Belt Tensioner; Seals and Gaskets.

DIESEL ENGINE: Cylinder Block and all Internal Parts; Cylinder Head Assemblies; Timing Gears and Cover; Harmonic Balancer; Oil Pump; Water Pump and Housing; Intake and Exhaust Manifolds; Core Plugs; Valve Covers; Oil Pan; Turbocharger Housing and Internal Parts; Fuel Injection Pump and Injectors (excluding clogged injectors); High Pressure Oil Pump; High Pressure Oil Rails; Seals and Gaskets.

TRANSMISSION: Transmission Case and all Internal Parts; Torque Converter; Drive/Flex Plate; Transmission Range Switch; Transmission Control Module; Bell Housing; Oil Pan; Gear Shifter and Shifter Mechanism; Seals and Gaskets.

NOTE: MANUAL TRANSMISSION CLUTCH PARTS ARE NOT COVERED AT ANY TIME.

FOUR-WHEEL DRIVE (4x4): Transfer Case and all Internal Parts; Axle Housing and all Internal Parts; Axles Shafts; Axle Shaft Bearings; Drive Shafts Assemblies (Front and Rear); Drive Shaft Center Bearings; Wheel Bearings; Universal Joints and Yokes; Disconnect Housing Assembly; Seals and Gaskets.

ALL-WHEEL DRIVE (AWD): Power Transfer Unit and all Internal Parts; Viscous Coupler; Axle Housing and all Internal parts; Constant Velocity Joints and Boots; Rear Driveline Module; Drive Shaft and Axle Shaft Assemblies; Wheel Bearings; Differential Carrier Assembly and all Internal Parts; Output Bearing; Output Flange; End Cover; Overrunning Clutch; Shift Motor; Vacuum Motor; Torque Tube; Pinion Spacer and Shim; Seals and Gaskets.

FRONT WHEEL DRIVE: Transaxle Case and all Internal Parts; Axle Shaft Assemblies; Constant Velocity Joints and Boots; Shifter Mechanism; Wheel Bearings; Differential Cover; Oil Pan; Transaxle Speed Sensors; Transaxle Solenoid Assembly; PRNDL Position Switch; Transaxle Electronic Controller; Torque Converter; Seals and Gaskets

NOTE: MANUAL TRANSMISSION CLUTCH PARTS ARE NOT COVERED AT ANY TIME.

REAR WHEEL DRIVE: Rear Axle Housing and all Internal Parts; Axle Shafts; Axle Shaft Bearings; Drive Shaft Assemblies; Drive Shaft Center Bearings; Universal Joints and Yokes; Seals and Gaskets.

STEERING: Steering Gear Housing and all Internal Parts; Power Steering Gear; Inner Tie Rods; Outer Tie Rods; Drag Link; Idler Arm; Pitman Arm; Steering Stabilizer; Power Steering Pump and Reservoir; Power Steering Motors; Power Steering Pump Cooler; Steering Shafts (upper and lower); Steering Shaft Lower Coupling; Telescoping Steering Column Motors; Rack and Pinion Assembly; Rack and Pinion Boots; Electronic Steering Motor; Seals and Gaskets.

AIR CONDITIONING/HEATING: Factory or Manufacturer-authorized air conditioning installations only. Air Conditioning Compressor; Clutch; Coil; Condenser; Front Evaporator; Rear Evaporator; Receiver-Drier; Expansion Valve; Hoses and Lines; Low Pressure Cut-off Switch; High Pressure Cut-off Switch; Clutch Cycling Switch; Front Instrument Panel Control Assembly; Rear Instrument Panel Control Assembly; Power Module; Blend Air Door Actuators and Motors; Housing; Front and Rear Air Conditioning/Heater Blower Motor; Blower Motor Resistor; Heater Core; Seals and Gaskets.

ENGINE COOLING & FUEL: Cooling Fan, Clutch and Motor; Radiator; Coolant Temperature Switch; Fuel Pump; Water Pump and Housing; Active Grille Shutter System; Fuel Tank Sending Unit; Fuel Pressure Regulator; Fuel Pressure Sensor; Fuel Tank and Lines; Serpentine Belt Tensioner; Engine Oil Cooler; Transmission Oil Cooler; EGR Cooler; Evaporative Emissions Leak Detection Pump and Monitor; Knock Sensor, Oxygen Sensor, Emissions Maintenance Reminder Module; Intake Air Temperature Sensor, Vapor Canister and Hoses; Seals and Gaskets.

FRONT SUSPENSION: Shocks; Shock Mounts; Struts; Strut Mounts, Bushings and Bearings; Upper and Lower Control Arms; Control Arm Bushings; Thrust Arms; Upper and Lower Ball Joints; Coil Springs; Torsion Bars; Air Suspension System; Front Wheel Bearings.

REAR SUSPENSION: Rear Leaf Springs; Rear Coil Springs; Auxiliary Springs; Spring Interliner; Spring Bushing; Spring Shackle; U-Bolt Rear Spring; Spring Hanger; Axle Trac Bar; Lateral Link Arm; Shocks; Shock Mount Plate; Struts; Strut Mounting Plates; Strut Bushings; Rear Trailing Arm Assembly; Rear Torsion Arms; Rear Torsion Bars; Rear Stabilizer/Sway Bar; Rear Stabilizer/Sway Bar Link; Rear Stabilizer/Sway Bar Bushing; Rear Wheel Bearings.

BRAKES: Master Cylinder, Assist Booster; Wheel Cylinders; Disc Brake Calipers and Pistons; Brake Lines, Hoses, Fittings; Proportioning Valve; Seals and Gaskets.

NOTE: BRAKE SHOES, PADS, ROTORS, AND DRUMS ARE NOT COVERED AT ANY TIME.

ANTI-LOCK BRAKES (ABS): Brake System's Hydraulic Assembly; Pump Motor Assembly; Controller; Sensors and Relays; Seals and Gaskets.

ELECTRICAL: Starter Motor and Solenoid; Generator (Alternator); Engine Control Module - (Single Module Engine Controller) (SMEC); Powertrain Control Module; Distributor; Ignition Module; Ignition Coil; Coil Pack Assembly; Voltage Regulator; Horn and Horn Pad; Transmission Control Module; All Wiring Harnesses; Electronic Fuel Injection System (excluding clogged injectors); Windshield Wiper Motor; Rear Window Wiper Motor; Wiper Control Module; Manually Operated Electrical Switches; Neutral Safety Switch; Temperature Sending Unit/Switch; Oil Level and Oil Pressure Sending Unit/Switch; Body Computer; Body Control Module; Factory Installed Radio, Speakers and Rear Entertainment Systems (Includes CD and DVD Player); Factory Installed Navigation Systems (excludes navigation disc); Audio Amplifier; Height Adjustment Compressor; Gateway Module; Ignition Module, Factory Installed U-Connect System.

NOTE: HEADPHONES ARE NOT COVERED AT ANY TIME.

INSTRUMENTATION: Electronic Instrument Cluster; Amp/Voltmeter Gauge; Fuel Gauge; Temperature Gauge; Tachometer; Oil Pressure Gauge; Turbo Gauge; Speedometer.

KEY FOB: Subject to the limitations in this provision, the Plan provides (i) coverage for up to three key fob repairs or replacements, and (ii) a total key fob coverage benefit of \$600, which limit applies notwithstanding the cost per repair or per replacement of the key fob for the Covered Vehicle. Key fob coverage is available even if any part of this covered component is not available, recoverable or operable, and this coverage is not subject to the deductible that applies to repair visits for covered components.

NOTE: FAILURE OF A KEY FOB BATTERY DOES NOT CONSTITUTE A MECHANICAL FAILURE OF THE KEY FOB.

POWER GROUP: Rear Window Defroster; Power Window Motors; Power Window Flex Track; Power Antenna; Power Seat Motors; Power Door Locks and Linkage; Power Sliding Rear Window Motor and Regulator (Trucks); Power Sliding Door Motors; Power Liftgate; Vacuum Pump.

LUXURY GROUP: Keyless Entry Sensors and Receiver/Module; Trip Computer; Message Center; Overhead Electronic Vehicle Information Center; Overhead Electronic Compass/Temperature; Power Sunroof Motor; Convertible Top Motor; Electric Mirror Motor and Controls; Cruise Control Servo; Headlight Door Motor; Concealed Headlamp Module; Assist Module; Assist Sensors; Back Up Assist Camera; Door Latches; Heated Seat Systems; Factory Installed Remote Start System; Heated Steering Wheel; In-Vehicle Wireless Charging Station; USB Outlets; 120V Outlets.

ENGINE EMISSIONS: Air Pump; Air Supply Hose; Leak Detection Pump; Evaporative System Detector/Monitor; Vapor Canister; Air Injection Valve; EGR Valve; EGR Cooler; Aspirator Tube; Fuel Tank Pressure Sensor; EGR Tube; Purge Solenoid; Knock Sensor; Oxygen Sensor; Diesel Exhaust Fluid (DEF) System.

NOTE: CATALYTIC CONVERTOR AND PARTICULATE FILTER ARE NOT COVERED.

SAFETY SYSTEMS: Airbags (excluding deployed airbags); Impact Sensors; Occupancy Sensors; Seatbelt Retractors; Seat Belt Buckles; Modules; Sensors; and Switches.

NOTE: AIR BAGS THAT HAVE BEEN DEPLOYED ARE NOT COVERED AT ANYTIME.

MOPAR ACCESSORIES: All electrical and mechanical Mopar accessories are covered provided they were installed by an authorized Dealer; Audio Systems (including Compact Disc Players); Sirius Satellite Radio; Speed Control; EVS (Security Systems); Clocks; Remote Trunk Release; Transmission Oil Cooler; Remote Control Outside Mirrors; Power Sliding Rear Window Assembly (Trucks); Rear Seat Video Entertainment Systems (including DVD Players); Remote Start System (excluding transmitters); MoparConnect.

NOTE: MOPAR PERFORMANCE PARTS ARE NOT COVERED AT ANY TIME

MOPAR LIFT KIT COVERAGE: If you purchased this coverage as shown on the front page, you have coverage for Mopar lift kits and related parts that are professionally installed, including performance parts pertaining to the lift kit (maximum 4 inch combined lift). If the Mopar Lift Kit coverage is not indicated on the front page, there is no coverage.

OTHER PLAN BENEFITS: The Plan also provides the following Trip Interruption, First Day Rental, Rental Allowance, Taxi Reimbursement, and Roadside Assistance benefits.

TRIP INTERRUPTION: The Plan will pay up to \$1,000 for lodging, meals, and emergency transportation such as taxi, bus, or airline for you and your family if (1) your vehicle is inoperable due to a failure covered under this Plan or under the factory warranty, and (2) you are more than 100 miles from the address of record. Lodging, meals and car rental receipts must accompany a copy of repair bill and must be emailed to MVPWarrantyClaim@fcagroup.com. If this is not an option, you can mail to Vehicle Protection, P.O. Box 2700, Troy, Michigan 48007-2700. Please be advised that the mail in process is a longer process.

FIRST DAY RENTAL: First Day Rental Allowance provides up to \$45.00 car rental allowance if the Vehicle is to be serviced for any mechanical repair or maintenance service. Please note: Excludes rental for bodywork to the exterior sheet metal/composite panel or collision repairs.

RENTAL ALLOWANCE: Rental Allowance will pay up to \$45.00 per day for a rental any time repairs take overnight, and a component covered by the Plan or the manufacturer's Basic or Powertrain Warranty fails.

The Plan will not pay for rental charges for a vehicle that is awaiting service or parts unless the vehicle is inoperable due to a mechanical failure of a covered component, or unless continued operation would cause further damage.

The rental vehicle must be obtained from a Dealer. If a Dealer does not have rental vehicles available, you may obtain one from a licensed rental agency. Rental coverage is subject to state and local laws and policies imposed by the rental agency. Rental charges in excess of the amount allowed by the Plan are your responsibility. The Plan is not responsible for any refusal of a rental agency to rent a vehicle to you.

Total Rental Allowance per occurrence is a maximum of 5 days or \$225.00.

TAXI REIMBURSEMENT: Coverage starts on the date you purchase the Plan. The Plan provides up to a \$45.00 for taxi cab fare, in lieu of First Day Rental if the vehicle is to be serviced for any same day mechanical or maintenance service.

When a loaner car is not available, or you are not eligible for a rental car, the Plan will pay up to \$45.00 per day for taxi service, in lieu of car rental, any time mechanical repairs take overnight.

Taxi receipts must be from a licensed taxi service provider. Taxi charges in excess of the amount allowed by the Plan are your responsibility.

Total Rental/Taxi Service Allowance per occurrence is a maximum of 5 days or \$225.00.

ROADSIDE ASSISTANCE*

NOTE: YOU MUST CALL 888-517-4500 FOR THIS SERVICE.

The Plan provides assistance due to a disablement caused by any mechanical failure and in addition, the Plan provides coverage for such items as towing to the nearest Dealer or authorized repair facility, flat tire change (with your good spare), battery jump, out of gas delivery (maximum 2 gallons), lockout service i.e. keys locked in car or frozen lock, to a maximum of \$100, per occurrence. Any expense beyond \$100 is your responsibility at the time and site of service. Towing assistance will be dispatched only for mechanical disablements which renders the vehicle inoperative. (See exclusions under "THE PLAN WILL NOT COVER.")

This service is provided to you as part of your Plan to minimize any unforeseen vehicle operation inconvenience and is available 24 hours per day, 365 days per year.

HOW TO USE ROADSIDE ASSISTANCE*: All required towing, roadside assistance, lockout, and other roadside assistance services described previously **MUST BE ARRANGED AT TIME OF OCCURRENCE** through Roadside Assistance by calling 888-517-4500. You should be prepared to provide the representative with your name, your Plan number, vehicle license plate number, your location including the phone number you are calling from and a brief description of the problem.

In some cases, Roadside Assistance may authorize you or your Dealer to arrange for local service and will provide a reference number to do so. Your Plan will in these instances provide reimbursement of up to \$100 maximum per Roadside Assistance incident, provided that the claim contains: (A) A valid original receipt of payment from the tow/repair facility for the services rendered (Claims which contain other than original receipts may be denied.); (B) The Roadside Assistance reference number; and (C) Your valid Plan number. All Roadside Assistance claims that meet requirements should be mailed or faxed to:

Roadside Assistance
P.O. Box 9145
Medford, MA 02155
Attn: Claims Department
888-517-4500
FAX: 1-781-658-2691

ROADSIDE ASSISTANCE WILL NOT COVER SERVICES WHICH ARE SOLICITED WITHOUT FIRST CONTACTING ROADSIDE ASSISTANCE FOR PRIOR AUTHORIZATION.

*All Roadside Assistance services are provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming where services are provided through Cross Country Motor Club of California, Inc., Thousand Oaks, CA 91360. Both collectively referred to as "CCMC". Phone number: 888-517-4500. CCMC acts as a dispatcher of referral service to independent contractors that provide the roadside assistance service. Accordingly, CCMC assumes no responsibility for the acts, errors, omissions, negligence, misconduct of such persons and/or entities. All persons availing themselves of the benefits of Roadside Assistance are to look solely to such persons and/or entities for liability arising in connection therewith, and not to CCMC.

DIAGNOSTIC CHARGES: You may be asked to authorize disassembly and/or diagnostics at the time your Vehicle repair order is written. Your Plan covers disassembly and/or diagnostic charges IF the cause of failure is a covered component under the terms of the Plan. If the repair is not covered by the Plan, you will be responsible for paying the disassembly and/or diagnostic charges and non-covered repairs.

YOUR ADDITIONAL RESPONSIBILITIES: It is your responsibility to properly operate, care for and maintain the Vehicle as prescribed in the owner's manual supplied by the manufacturer. If you fail to properly operate, care for and maintain the Vehicle as prescribed in the owner's manual supplied by the manufacturer, we may deny your claim under the Plan. You should retain all maintenance records and receipts to avoid any misunderstanding as to whether or not the maintenance services were performed as required.

We reserve the right to inspect the Vehicle, investigate circumstances relating to the requested repairs in any manner, or demand proof of maintenance BEFORE repairs may begin or are authorized.

GOVERNING LAW: Except where prohibited by law, this contract will be governed by Michigan law.

THE PLAN WILL NOT COVER, OR APPLY TO LOSS OR EXPENSE RESULTING FROM:

1. Repair or replacement of any covered component when it has been determined that the condition existed prior to purchasing the Plan;
2. Repairs required as a result of other than a manufacturing defect (such as a design defect or normal wear);
3. Repairs or replacement of any component covered by any of the Vehicle manufacturer warranties, Certified Warranty, part manufacturer warranties or recall policies; roadside assistance, loaner vehicles or other services which are eligible to be covered by the Vehicle's manufacturer warranty or marketing programs;
4. Repairs due to any alterations or modifications to the Vehicle not approved or recommended by the manufacturer, including but not limited to: (a) failure of any custom or add-on / aftermarket part (unless listed as a specific covered part); (b) emissions and/or exhaust systems modifications; engine modifications, transmission modifications, and/or drive axle modifications; which includes any performance parts or modifications; (c) oversized/undersized tires; (d) all frame or suspension modifications; (e) aftermarket or non-Mopar lift kits; (f) Mopar Lift Kits that exceed four (4) inches; (g) Repairs to covered components that are the direct result of the failure of any Lift Kit that exceeds four (4) inches. Mopar Lift Kits are covered only if the Mopar Lift Kit coverage has been purchased as identified on the first page.
5. Repair or replacement of Performance parts, Performance enhancing parts, repairs to covered components that are the direct result of failure of a performance part (except for parts pertaining to lift kits if you purchased Lift Kit coverage as shown on the first page);
6. Plan benefits necessary as a result of (a) failure to properly care for or maintain the Vehicle; (b) fire, accident, abuse, vandalism, negligence, Acts of Terrorism or Act of God including but not limited to the Vehicle rendered inoperable due to snow, ice or flood; (c) failure to properly operate the Vehicle; (d) Vehicles that have been used or are being used for competitive speed events such as races or acceleration trials; (e) pulling a trailer that exceeds the rated capacity of the Vehicle or failure to adhere to the requirements for vehicles used to pull a trailer as outlined in the owner manual supplied by the manufacturer; (f) tampering with the emission system or with any parts that could affect that system;

- (g) use of fluids, or fuels, refrigerants or other fluids which are not recommended by the manufacturer; (h) failure due to fluid contamination or sludge; (i) modifications not approved or recommended by the manufacturer; (j) overloading rated payload capacity of the Vehicle; (k) damage incurred by off-road usage; (l) rust, salt, corrosion, overheating, water intrusions/leaks, acid rain, chemicals, tree sap, hail, flood, lightning, fire, windstorm, earthquakes or other environmental causes or acts of nature; (m) repairs caused by pre-ignition detonation, improper/contaminated fuel including fuels containing more than 10% ethanol (if the engine was not manufactured for this mixture);
7. Repairs to a covered component where the component has been restricted by the manufacturer; repairs that are the direct result of the failure of a component that has been restricted by the manufacturer;
 8. Plan service obtained from other than a Dealer unless authorization is first received from us. FCA US Vehicles must return to a FCA US LLC Dealer for Plan covered repairs; (Dealers cannot authorize repairs.)
 9. a) Repairs to a covered component caused by the failure of a non-covered component; b) Repairs required as a result of use of other than the Vehicle manufacturer's parts during the term of the Plan, unless authorized by us; c) Repairs to a covered component caused by the installation of an aftermarket part installed by other than a dealer; d) Installation of "salvage or junk" components in conjunction with an insurance or damage claim. All part installations to satisfy such claims must be with new or factory authorized remanufactured components and parts;
 10. Plan benefits to Vehicles operated outside of the United States, Canada, Guam, Puerto Rico and Mexico;
 11. Plan benefits to Vehicles registered outside of the United States, Guam and Puerto Rico;
 12. Bodily injury or property damage arising or allegedly arising out of a defect in the design, manufacture, materials or workmanship of a covered component;
 13. Any fines, fees or taxes which are associated with impound towing as a result of actual or alleged violation of any laws or regulations;
 14. Repairs to any Vehicle where the title has become branded or the Vehicle has become restricted by the manufacturer after the purchase of the Plan;
 15. Repairs or replacement to components covered by the Hybrid System Limited Warranty that are not specifically covered by this plan (refer to Warranty booklet for details); High voltage battery is not covered at any time (regardless of cause of failure);
 16. Hybrid components: hybrid charging system; hybrid electric cooling system; hybrid power inverter system;
 17. Brake pads, shoes, rotors and drums are not covered at any time (regardless of cause of failure);
 18. Battery and cables; any battery for a component; [REDACTED] plugs and wires; lights (bulb, sealed beams, lenses); suspension alignment; wheel balancing; wiper blades; catalytic converter, particulate filter and any other exhaust system components; heat shields and exhaust hangers; throttle body cleaning; evaporator deodorizing; carbon cleaning; replacing outdated, lost, stolen, or damaged navigation DVDs;
 19. Exterior - tires; trim; name plates; appliques; body sheet metal; glass; plastic lenses; paint; bright metal; bumpers; side-view mirrors (glass/ housing); wheel covers; steel wheels; aluminum wheels; rusted or frozen rims; weather strips; rust; water leaks; restricted drain tubes; wind noises; all outer body panels; spoilers; plastic and fiberglass body parts; vinyl tops; convertible top fabric; repairs or damage caused by environmental factors such as acid rain, tree sap, salt or ocean spray;
 20. Mechanical - manual clutch assembly; clutch disc, pressure plate, clutch release bearing and pilot bearing (manual transmission); damage to flywheel as a result of a clutch failure; repairs to snow plows, winches and trailer hitches regardless of their installation; fasteners, bolts and attaching hardware that does not attach a covered component to another covered component;
 21. Interior - trim; carpet; upholstery; dash pad; door and window handles; knobs; buttons; moldings; arm rests and head liner; cargo cover; cosmetic appearance; torn/worn/soiled;
 22. Portable Units including but not limited to - key fobs; remote transmitters; headphones; tablets; flashlight; tools; GPS units; DVD players; laptop computers; cellular phones; any hand-held device; Navigation DVD; spare tire compressor and tire sealant;
 23. Cost or expenses for teardown, rental, inspection or diagnosis of failures not covered by the Plan;
 24. Shop supplies, cleaners, waste disposal fees and materials;
 25. Maintenance services or items specified in the owner's manual and the parts used in connection with such services;
 26. Plan benefits where the Vehicle odometer reading has been stopped or altered and/or the Vehicle's actual mileage cannot be readily determined;
 27. Reimbursement of services or benefits that exceed the total number of services or allowance included in Plan Coverage;
 28. Any economic loss of any kind, including but not limited to rental car expenses, consequential damages, incidental damages, or other losses that relate in any manner to your use or loss of use of the Covered Vehicle.

CANCELLATION AND TRANSFER POLICIES: During the term of the Plan, you have the option to:

- CANCEL the remaining Plan coverage and receive a full or pro-rata refund or;
- AUTHORIZE TRANSFER of the remaining Plan coverage to the 1st subsequent owner.

Note: Refer to the cancellation/transfer policy section below for details.

CANCELLATION POLICY: If you are the original purchaser of the Plan, and coverage under the Plan has not expired or been terminated, you may cancel if you have not authorized transfer of Plan coverage to a new owner. *To cancel the Plan you may take your Plan to any Dealer.* The Dealer will contact us to request termination of your contract.

If your Vehicle is repossessed or rendered a total loss and your Plan was financed with your vehicle, your rights under this Plan transfer to the lienholder. The lienholder is then responsible for requesting termination of the Plan through the Dealer where the Plan was purchased. If the Plan was not financed, any refund due will be paid to you by check in your name from Us.

If there is no Dealer in your area, you may email your cancellation request along with your Plan Provisions, proof of payoff and current mileage on the Vehicle to:

Vehicle Protection
Cancellation Department
MVPCancellations@fcagroup.com

Please specify the Option Code(s) you wish to cancel. Option codes can be found on the first page of this document below Option Description.

On cancellation requests received* within the first 60 days from the original purchase date of the Plan, you will be refunded the full amount you paid for the Plan, provided no claims have been paid against the Plan. In the event claims have been paid, or requests received* after 60 days, your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment for time or mileage used, whichever is greater, less a cancellation fee as indicated below.

We reserve the right to cancel the Plan after issuance should it be discovered that: (a) the Vehicle is ineligible or has been modified/alterd to make it ineligible after Plan coverage has been in effect; (b) failure of the customer to maintain the Vehicle as prescribed by the manufacturer; (c) the odometer has been tampered with or has not been repaired by the customer, (d) non-payment of premium or (e) the Vehicle is registered outside of the United States, Guam, and Puerto Rico. Your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment for the time or mileage used, whichever is greater, less claims paid.

*Requests Received - The cancellation refund will be based on the date we receive written notification of the cancellation request.

A cancellation refund check will be made payable and issued to you if no lien exists. Whenever a lien exists, the cancellation refund check will be made payable and issued to the lienholder.

CANCELLATION FEES

(Applies to the state where the Plan was purchased)

<u>STATE</u>	<u>AMOUNT</u>
Alabama	\$25 Administration Fee.
Arizona	\$25 Administration Fee.
California	\$25 or 10% of the Contract Cost, whichever is less.
Florida	5% of the refund.
Georgia	10% of the unearned pro-rata premium - no Administration Fee.
Hawaii	\$50 Administration Fee.
Illinois	\$50 or 10% of the Contract Cost, whichever is less.
Iowa	\$50 or 10% of the Contract Cost, whichever is less.
Missouri	\$50 Administration Fee.
Nevada	\$25 Administration Fee.
New Hampshire	None
New York	\$50 Administration Fee.
North Carolina	\$50 or 10% of the pro-rata refund amount, whichever is less.
Oklahoma	10% of the unearned pro-rata premium not to exceed \$75. If we cancel, 100% of the unearned pro-rata premium will be refunded.
Puerto Rico	None
Texas	\$50 Administration Fee.
Washington	\$25 Administration Fee.
All Others	\$75 Administration Fee.

TRANSFER POLICY: The original purchaser may authorize transfer of coverage, provided the Plan has not been canceled. Remaining Plan coverage may be transferred to the first subsequent purchaser of the vehicle **AT TIME OF VEHICLE SALE ONLY**. Thereafter, the Plan is non-transferable and non-cancelable.

To transfer this service contract, complete the transfer form. Be sure to include your signature. This means you are authorizing transfer of Plan coverage to the new owner. Transfer requests will not be processed: (a) without the signature of the owner for whom these Plan Provisions were originally issued; or (b) if received after 60 days from the date of vehicle ownership change.

You may take your Plan with the completed transfer form and transfer fee, if applicable, to a Dealer to process the Plan transfer or mail to the following. Please be advised that the mail in process is a longer process.

Vehicle Protection
Transfer Department
P.O. Box 2700
Troy, MI 48007-2700

The transfer fee is as follows:

TRANSFER FEES

(Applies to the state where the Plan was purchased)

<u>STATE</u>	<u>AMOUNT</u>
New Hampshire	None
All others	\$50

- Any Plan financed on the Vehicle Protection Payment Plan is NOT transferable until the Plan is paid in full.
- Upon acceptance by us, you will be mailed a new set of plan provisions in your name confirming your transfer request.
- Warranty transfer fee may apply. Please refer to your owner's manual or ask your dealer for details.

**NEED HELP OR ASSISTANCE WITH YOUR PLAN?
IS YOUR ADDRESS UP-TO-DATE?**

**PLEASE ACCESS OUR SELF-SERVICE WEBSITE FOR PLAN COVERAGE AND FREQUENTLY ASKED
QUESTIONS AT:**

www.moparvehicleprotection.com

**You can also email your question to:
Mopar Vehicle Protection
MVPMiscellaneous@fcagroup.com**

Note: All requests must contain your Name, Plan Number, and Vehicle Identification Number.

**Toll-Free Telephone Assistance is Available
8:00 a.m. to 8:00 p.m. Eastern Time Monday through Friday
9:00 a.m. to 5:00 p.m. Eastern Time Saturday
1-800-521-9922 (in USA)
1-800-465-2001 (in Canada)**

**For 24-Hour Roadside Assistance Coverage
*Services dependent upon coverage purchased.
1-888-517-4500**

TRANSFER FORM: SEE TRANSFER POLICY FOR DETAILS			
PLAN NO. [REDACTED]	VEHICLE IDENTIFICATION NO. [REDACTED]		OPTION CODE(S)
FORM MUST BE FILLED OUT COMPLETELY	CURRENT ODOMETER READING (OMIT TENTHS)	CHECK MILES OR KILOMETERS ☐ MILES ☐ KILOMETERS	
TRANSFER	TRANSFER THE REMAINING COVERAGE FOR THE LISTED VEHICLE TO THE PERSON NAMED BELOW. ENCLOSED IS A CHECK OR MONEY ORDER FOR THE TRANSFER FEE AMOUNT.		
TRANSFER FEE AMOUNT *	CHECK OR MONEY ORDER ENCLOSED (PAYABLE TO FCA US LLC)	☐ VISA ☐ MASTER CARD	CREDIT CARD NO. EXPIRATION DATE
NAME (PLEASE PRINT)		AREA CODE & TELEPHONE NO.	
ADDRESS		VEHICLE PURCHASER'S SIGNATURE	DATE OF VEHICLE PURCHASE
CITY, STATE & ZIP		VEHICLE SELLER'S SIGNATURE	

Notes:

Certain Options are not eligible for Transfer. Please refer to the "Transfer Policy" paragraph for "each Plan Option" to verify transfer eligibility.

Transfer fee applies for each option being transferred.

Please print the "Option Code(s)" that you want transferred to a new owner in the "Option Code" space provided above. Option Code(s) can be found on the first page of your Plan below Option Description.

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	2019	Brand	CHRYSLER
Body	RUEH53	Vehicle	CHRYSLER PACIFICA HYBRID TOURING L		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/13/2022	CAIR Type	Regular	Status	Closed
Close Date	08/11/2022	Origin	Telephone	Reason	
Mileage	40,511 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	CA			Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
		CA		917841301295	USA
Dealer	27302	Knight Claremont Chrysler Dodge Je		Dealer Phone	9096672586
Dealer Address	620 AUTO CENTER DR				
	CLAREMONT				
Dealer Zone	California	Sales District		Service District	Y
Subject	Vehicle Concern				
Synopsis	Customer's concerns are documented. Vehicle has been returned to the customer.				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/13/2022 03:18 PM	Open
07/14/2022 10:33 PM	Suspended
07/14/2022 10:40 PM	Open
08/05/2022 12:56 AM	Suspended
08/11/2022 04:01 AM	Open
08/11/2022 06:33 PM	Closed

Initial Description

Customer's vehicle has many undiagnosed issues

Case Comments

Date	Comment
07/13/2022	> Customer has had the following driving issues, and multiple dealership visits > Check engine light > Interface Screen black out > Going forward in reverse Vehicle is currently at dealership, Escalating to case manager
07/14/2022	Dealer Code: 27302 In-Service Date: 1/12/2019 Mileage: 40,302 Original Owner? Y Loyalty Score: 0437 Is vehicle within Warranty? Basic warranty expired January 27, 2022. Powertrain warranty is active. Is customer in rental? Unknown (If yes, what is rental start date) Parts on B/O? N (If yes, provide part number and order number) STAR Case? Y (If yes, provide number: Repeat issue? N Previous Related Cases/Goodwill/DMNotes: Previous cases were in 2021 or prior. Customer Concern/Issue/Request: Per the STAR Case, "THE CHECK ENGINE LIGHT IS ON."
07/14/2022	Agent called the dealer Knight Claremont Chrysler Dodge Jeep Ram at phone number 909-344-5476 and spoke with Client Relations Manager Patty. Patty said the customer is not in a rental right now. Patty said the advisor will get the customer in a rental tomorrow morning?
07/14/2022	Agent called the customer at phone number Agent left a voicemail message. Agent informed the customer that the dealer is working with technical resources for technical support to repair the vehicle. Agent invited the customer to call us with any questions.
07/14/2022	Agent sent an introductory email to the customer with the agent's first name, phone number, extension, work schedule, and the case number.
07/19/2022	"IBC From Customer: Cm spoke to cx, inform him of vehicle progress and, Cm will follow up when additional information becomes available. Star: Additional Details Dealer States I'll fill the trans and drive the vehicle until the code comes back I'll let you know that's the solution it won't take long - GHONNY Resubmitted Ghonny G. 07/14/2022 09:21:11 AMSTAR Response Agent States Thank you, once you attach the scan report, i can send off the email Response provided Jerry A. 07/14/2022 09:34:06 AMSTAR Response Agent States Standing by for the scan report. We do understand shops are busy. Response provided Jerry A. 07/19/2022 08:32:00 AM
07/22/2022	"IBC from customer" 1st call First major issue was at 10,000 miles. Now at 40,000, the check engine light has come on again. Customer was happy with SA Yvonne but not with customer care. Specialist informed customer they will research STAR. Customer asked hypothetical "what if code occurs again?" Specialist informed we don't speak to hypotheticals. STAR indicated the vehicle test driven and no codes have been found on the vehicle "obc to customer" 2nd call Specialist updated the customer. Specialist will assign task for 1-2 business days. Check STAR first then call dealership if no update.
08/01/2022	Agent called the dealer at phone number 909-962-8100 and spoke with SA Yvonne. SA said they gave the vehicle back to the customer and the customer is driving it right now. SA said there is no data recorder in the vehicle. SA said the check engine light was not coming on. SA said the customer got a rental for 5 days.
08/01/2022	Agent called the customer at phone number Agent left a voicemail message. Agent invited the customer to contact us with any questions.
08/05/2022	Agent received a voicemail from the customer a week or two ago while agent was out of the office. The customer said her vehicle is still at the dealer with code P0A43. The customer said she is concerned about the safety of her vehicle. The customer said the code can cause the vehicle to completely stop no matter what speed you are going. The customer said she wants to find out what they are doing to address the concern.
08/05/2022	Agent called the customer Ms. The customer said she got the car back. The customer said there has not been a problem since then but they have not driven it that much? Agent informed the customer that her concern is documented. Agent informed the customer that she may contact us if any problems come in the future. Agent asked The customer requested that we keep the case open and that we contact her a week from today to make sure it is resolved.
08/05/2022	40,511 Miles
08/11/2022	Agent called the customer Ms. at phone number Agent informed the customer that agent is following up to make sure there are no problems with the vehicle since it was returned to her. The customer said the check engine light has not come back on to this point. The customer said she does not have any questions. Agent invited the customer to contact us if needed. Agent branded the call.
08/11/2022	Agent sent an email to the customer. Agent informed the customer that her concerns and her attachment are documented in our system. Agent informed the customer that we are closing the case. Agent provided the Case Number. Agent informed the customer that they will receive a survey. Agent thanked the customer for being a loyal Chrysler customer.

Email(s)

Date	07/14/2022	Subject	Chrysler Case Management, Case #
From	uscustomercare@cagroup.com	To	gmail.com
		Sent Date/Time	07/14/2022 22:31 PM

Hello Ms. [REDACTED]

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

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

Your case number is [REDACTED]

I can be reached by phone at 844-888-0601, extension 4060509.
My work hours are: 8:00 a.m. - 4:30 p.m. Pacific Time, Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Sincerely,
Matt
Chrysler Customer Assistance
Phone: 844-888-0601 ext. 4060509
ref._00Dj01qsDF._5003Z1Relq6:ref

Date	07/19/2022	Subject	Re: Chrysler Case Management, Case # [REDACTED]
From	[REDACTED]@gmail.com	To	uscustomecare@fcagroup.com
		Sent Date/Time	07/19/2022 16:46 PM

Hi Matt

Case# [REDACTED]

I called and you should have received a message from me. My car has now been in the shop for 8 days. I am concerned about taking it back without a firm diagnosis on what is causing the problem. In Dec 2019 I had a significant safety issue with my car which you can see in the attached document. My car has now been in the shop for at least 27 days since I purchased it new.

On Thu, Jul 14, 2022 at 3:31 PM US Customer Care <uscustomecare@fcagroup.com> wrote:

> Hello Ms. [REDACTED]

>

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

>

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

>

> Your case number is [REDACTED]

>

> I can be reached by phone at 844-888-0601, extension 4060509.
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> I will contact you within one business day of your appointment by telephone to discuss your case.

>

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

>

> Sincerely,
> Matt
> Chrysler Customer Assistance
> Phone: 844-888-0601 ext. 4060509
>
> ref._00Dj01qsDF._5003Z1Relq6:ref
>

--

[REDACTED]

For God so loved the world that he gave his one and only Son, that whoever believes in him shall not perish but have eternal life. [REDACTED] 3:16

Date	08/11/2022	Subject	Re: Chrysler Case Management, Case # [REDACTED]
From	uscustomecare@fcagroup.com	To	[REDACTED]@gmail.com
		Sent Date/Time	08/11/2022 18:30 PM

Hello Ms. [REDACTED]

Thank you for speaking with me today. Your concerns and your attachment are documented in our system. This is a courtesy email to inform you of the closure of your case. The Case Number for reference is [REDACTED]

I would like to express my appreciation for allowing me to assist you with your inquiry. We look forward to assisting you should you have any additional concerns or questions in the future. You will receive a customer satisfaction survey regarding your experience with me. Your input would be greatly appreciated.

Thank you for being a loyal Chrysler customer.

Best Regards,
Chrysler Customer Care
Matt
Phone: 844-888-0601 ext. 4060509

----- Original Message -----
From: [REDACTED] [REDACTED] gmail.com]
Sent: 7/19/2022 12:46 PM
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Case Management, Case # [REDACTED]
Hi Matt
Case# [REDACTED]

I called and you should have received a message from me. My car has now been in the shop for 8 days. I am concerned about taking it back without a firm diagnosis on what is causing the problem. In Dec 2019 I had a significant safety issue with my car which you can see in the attached document. My car has now been in the shop for at least 27 days since I purchased it new.

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

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

Sincerely,
Matt
Chrysler Customer Assistance
Phone: 844-888-0601 ext. 4060509

ref: _00Dj01qsDF_5003Z1Relq6:ref
--

For God so loved the world that he gave his one and only Son, that whoever believes in him shall not perish but have eternal life. [REDACTED] 3:16

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.)

Date	Problem	Dealer results	Time in shop	mileage
Jan 12, 2019	purchase			
June 21, 2019	When shifting into reverse, car goes forward, after 4 tries it worked	no codes stored and unable to reproduce	1 day	5642
Dec. 5, 2019	while driving, red turtle appeared, pulled over, blinking gear, gas pedal unresponsive, says "service charging system" only idles forward (even in reverse). Would not power down when put in [REDACTED] Spontaneously powered down after sitting for 1 hour, then restarted without any driver's action.	Code p0919-00 Checked wiring and connector Replaced shift module	In shop 8 days	10,238
July 2, 2020	Inspection for recall (can't [REDACTED] car in garage until fixed)		1 day	15,639
Aug. 13, 2020	Replace recall item (post) Check loud whining noise		5 days	16,755
Jan 2021	Recall for post		2 days	21,066
July 6?, 2022	CEL	Software update	2 days	40,100?
July 11, 2022	CEL	Code POA43	8+ days	40, 511

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	2021	Brand	CHRYSLER
Body	RUET53	Vehicle	CHRYSLER PACIFICA HYBRID LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/19/2022	CAIR Type	Regular	Status	Closed
Close Date	09/02/2022	Origin	Telephone	Reason	
Mileage	7,500 Miles	Market	U	Language	English
Contact Email	gmail.com	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
		CA		USA	
Dealer	26852	MCKEYTT CHRYSLER DODGE JEEP RAMF		Dealer Phone	5108482206
Dealer Address	2700 SHATTUCK AVE STE 100				
	BERKELEY	CA	94705 1009	USA	
Dealer Zone	California	Sales District		Service District	M
Subject	Rental				
Synopsis	reimbursement approved				
Customer Anomaly					
Contact Reason	C184	Request For Rental Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
07/19/2022 05:28 PM	Open
07/21/2022 11:07 PM	Suspended
07/25/2022 04:00 AM	Open
07/29/2022 09:39 PM	Suspended
08/02/2022 04:00 AM	Open
08/11/2022 09:45 PM	Suspended
08/15/2022 04:01 AM	Open
08/19/2022 11:46 PM	Suspended
08/23/2022 04:01 AM	Open
08/25/2022 10:49 PM	Suspended
08/29/2022 04:01 AM	Open
08/31/2022 10:27 PM	Closed
09/01/2022 03:01 PM	Suspended
09/02/2022 02:49 PM	Suspended
09/02/2022 03:46 PM	Open
09/02/2022 03:46 PM	Closed
09/02/2022 03:53 PM	Open
09/02/2022 05:52 PM	Closed

Initial Description

Customer states his vehicle stalled going up a hill and started rolling backwards. Was able to get vehicle stopped and started a gain but customer is afraid to drive vehicle. Customer has an appointment with dlr on 07/27/22 but dlr states no loaner vehicles are available.

Case Comments

Date	Comment
07/19/2022	***Voice of Customer*** Customer states his vehicle stalled going up a hill and started rolling backwards. Was able to get vehicle stopped and started a gain but customer is afraid to drive vehicle. Customer has an appointment with dlr on 07/27/22 but dlr states no loaner vehicles are available. Customer is insisting to speak with someone and not wanting to wait callback time. ***Actions Taken*** advised customer case would be escalated for review to specialist and advised of 1-2 business day callback. Agent advised customer that we understand that a vehicle is needed and this is inconvenient but to please allow callback time. Recalls: 0 DLR: Fremont Chrysler Dodge Jeep Ram ***next steps*** Reassigned to specialist
07/20/2022	*OBC to Customer: Cm spoke to cx, cst stated the vehicle stalled while driving the vehicle cst stated the vehicle is unsafe cst stated that he will try to take the vehicle tonight or tomorrow cst wants a large vehicle for rental and want top be reimburse for gas also cst stated that SA is Owen cst stated he will email sa email
07/21/2022	Case - 2021 CHRYSLER PACIFICA HYBRID LIMITED Email Communication with DLR Inbound outbound: PATRICK LAFONTANT (EXTERNAL) Hello, This is case Manager for Chrysler: "Can You advise me on who is the Adviser assisting this customer? and can you cc them and part manager in the email please. *Also Do you have diagnoses results or any Part & order information that needs expediting and eta on completion on this vehicle? Patrick Case Manager Chrysler Customer Care 844-888-0601 ext. 4060963
07/21/2022	Case - 2021 CHRYSLER PACIFICA HYBRID LIMITED Email Communication with DLR Inbound outbound: PATRICK LAFONTANT (EXTERNAL) Hello, This is case Manager for Chrysler: "Can You advise me on who is the Adviser assisting this customer? and can you cc them and part manager in the email please. *Also Do you have diagnoses results or any Part & order information that needs expediting and eta on completion on this vehicle? Patrick Case Manager Chrysler Customer Care 844-888-0601 ext. 4060963
07/21/2022	Case - 2021 CHRYSLER PACIFICA HYBRID LIMITED Email Communication with DLR Inbound outbound: PATRICK LAFONTANT (EXTERNAL) Owen, This is case Manager for Chrysler: "Can You advise me on who is the Adviser assisting this customer? and can you cc them and part manager in the email please. *Also Do you have diagnoses results or any Part & order information that needs expediting and eta on completion on this vehicle? Patrick Case Manager Chrysler Customer Care 844-888-0601 ext. 4060963
07/25/2022	Re: Case - 2021 CHRYSLER PACIFICA HYBRID LIMITED Email Communication with DLR Inbound outbound: Owen Rogers <owen.rogers@usautogroup.com> Hello Patrick, I'm the advisor assisting this customer. The vehicle was dropped off yesterday, I'll keep you posted once I have a diagnosis. Was there something I can assist with in the meantime? Thanks. Regards, Owen Rogers Mckevitt of Berkeley 2700 Shattuck ave, Berkeley, CA 94705 (510)-848-2206 ext. 1070
07/25/2022	Customer called in requesting to speak with CM. Agent warm transferred customer to CM.
07/25/2022	*IBC From Customer: Cm spoke to cx, inform him of vehicle progress and part ETA. Cm will follow up when additional information becomes available. cst also requested a rental cst has a big family cm approved 60 a day
07/25/2022	Case - 2021 CHRYSLER PACIFICA HYBRID LIMITED Email Communication with DLR Inbound outbound: PATRICK LAFONTANT (EXTERNAL) Owen, Can you get this customer in a rental please? Patrick Case Manager Chrysler Customer Care 844-888-0601 ext. 4060963
07/25/2022	*IBC from Customer: Customer called in requesting additional rental alliance due to cst has a big family cm will reach out to TL cst stated enterprise charging 200 a day for a weekly rate
07/25/2022	***Inbound from customer*** Customer requested CM. Writer reached out to the CM & transferred customer.
07/29/2022	*IBC from Customer: Customer called in requesting additional reimbursement rate cm inform cst that normal reimbursement is at 40 a day but cm approved 60 a day cst want more reimbursement and requested to speak to sup

Date	Comment
07/29/2022	*ibc to customer* two calls First call: Customer called asking for rental increase which started at \$40 then went to \$60. Customer stated the vehicle repairs were complete. Specialist informed customer they would need to submit a copy of the RO, the rental agreement and proof of payment for rental. Customer has 4 children and requested the rate of \$60 a day go up. CM was not available for comment but on second call, CM was and specialist transferred.
08/01/2022	*** Internal use only *** Please review Enterprise rates to get customer into a vehicle if \$60 is not enough..
08/02/2022	Pending TL consultant
08/02/2022	Case comment: cst stated enterprise charging 200 a day for a weekly rate and is in the rental already cm waiting on TL
08/10/2022	****Dealership is closed.*****OBE TO CUSTOMER**** Hello Good Afternoon This is Case Management , I am sending in this email to inform you that the Dealership is closed and cant get any of the information i need to have to assist. We will keep trying and be in contact with you when we receive an update . Thank you for being a Loyal Customer !
08/11/2022	*OBC to Customer: Cm spoke to cx, Cst stated that he rented a vehicle for \$80 a day cst stated SUP never called him back,, cst was advise cm was out of the office last week and the begging of this week cst also stated the vehicle was repaired cm requested rental receipt and RO cst stated he will email that on Monday because his going out of town.
08/15/2022	*OBC to Customer: Cm spoke to cx, cst stated he will be submitting doc tomorrow for rental reimbursement review
08/17/2022	*Case Comment: Cm sent initial email to Customer cst requesting Docs..
08/19/2022	*Case Comment: Cm sent initial email to Customer CM requesting Docs..
08/25/2022	Email Communication with Customer: Hello, I didn't receive documents, please resubmit. or please fax documents at 777-768-5076 Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership. Sincerely, Patrick Case # [REDACTED] Ram Customer Care 844-888-0601
08/25/2022	3 attempt to collect rental doc
08/29/2022	Third attempt to collect rental doc from cst Hello, I didn't receive documents, please resubmit. or please fax documents at 877-768-5076 Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership. Sincerely, Patrick Case # [REDACTED] Ram Customer Care 844-888-0601
09/01/2022	All necessary documents have been received and the case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that the documents were received and that they can expect a decision within 7 to 10 days from today's date.
09/01/2022	The customer provided the following documents for the rental reimbursement request. DOC [REDACTED] - Repair Order DOC [REDACTED] - Rental Agreement Previous CM promised \$60/day for the rental. Reassigning the case to the previous CM for proper handling.
09/02/2022	Check Request: Total Amount: \$559.60 Breakdown: Rental per weekly @498.75 Total 559.60 Documents: RO DOC [REDACTED] Rental Receipt, DOC [REDACTED] Reimbursement: \$559.60 Reason: original owner with 1 FCA vehicle, vehicle vor at dlr for a week Justification: Customer Original owner with 1 FCA vehicle, vehicle vor at dlr for a week
09/02/2022	Pending TL Cm Approval
09/02/2022	Email Communication with DLR Inbound outbound: Show All Updates View This Post Click to collapse post [REDACTED] 1h ago Email To: chryslercustomer care View Details Wow. Thank you! [REDACTED] Sent from my iPhone

Email(s)

Date	07/20/2022	Subject	Rental
From	uscustomercare@fcagroup.com	To	[REDACTED] gmail.com
Sent Date/Time		07/20/2022 21:44 PM	
ello,			
I'm Patrick, your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.			
My Office hours are Monday- Friday 11:00 AM Until 7:30 PM. I would like to connect with you about your Vehicle and your case and Gather more information, Please feel free to reach out at your convenience so that I can better assist you.			
Best,			
Patrick Case Manager Case# [REDACTED]			
Chrysler Customer Care 844-888-0601 ext. 4060963			
800-992-1997 Gen Customer service Line For use over the weekend ref:_00Dj01qsDF_5003Z1ROaAzref			

Date	07/20/2022	Subject	Re: Rental
From	[REDACTED] gmail.com	To	uscustomercare@fcagroup.com
Sent Date/Time		07/20/2022 21:59 PM	

Patrick
Nice talking to you.

owen.rogers@usautogroup.com

Owen Rogers
Mckevitt of Berkeley
2700 Shattuck ave, Berkeley,
CA 94705
(510)-848-2206 ext. 1070

Thanks,
[REDACTED]

Sent from my iPhone

> On Jul 20, 2022, at 2:44 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> ello,
>
> I'm Patrick, your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.
> My Office hours are Monday- Friday 11:00 AM Until 7:30 PM. I would like to connect with you about your Vehicle and your case and Gather more information, Please feel free to reach out at your convenience so that I can better assist you.
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> Best,
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> Patrick Case Manager Case# [REDACTED]
>
> Chrysler Customer Care
> 844-888-0601 ext. 4060963
>
> 800-992-1997 Gen Customer service Line
> For use over the weekend
>
>
> ref:_00Dj01qsDF_5003Z1ROaAzref

Date	07/21/2022	Subject	Re: Rental
From	uscustomercare@fcagroup.com	To	[REDACTED] gmail.com
Sent Date/Time	07/21/2022 23:10 PM		

Hello [REDACTED]

I just wanted to inform you that I am still working on your case. and thank you for Owen email
I appreciate your patience, I will follow up with you when I have more information to update you with. Feel free to reach out to me if you have any questions, updates or concerns in regards to your case.

Best,

Patrick Case Manager
Chrysler Customer Care Case# [REDACTED]
844-888-0601 ext. 4060963

----- Original Message -----
From: [REDACTED] [REDACTED] gmail.com]
Sent: 7/20/2022 9:59 PM
To: uscustomercare@fcagroup.com
Subject: Re: Rental

Patrick
Nice talking to you.

owen.rogers@usautogroup.com

Owen Rogers
McKevitt of Berkeley
2700 Shattuck ave, Berkeley,
CA 94705
(510)-848-2206 ext. 1070

Thanks,
[REDACTED]

Sent from my iPhone

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> I'm Patrick, your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.
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> Patrick Case Manager Case# [REDACTED]
>
> Chrysler Customer Care
> 844-888-0601 ext. 4060963
>
> 800-992-1997 Gen Customer service Line
> For use over the weekend
>
>
> ref: _00Dj01qsDF_5003Z1ROaAzref

Date	07/21/2022	Subject	Re: Rental		
From	uscustomercare@fcagroup.com	To	[REDACTED] gmail.com	Sent Date/Time	07/21/2022 23:10 PM

Hello [REDACTED]

I just wanted to inform you that I am still working on your case. and thank you for Owen email
I appreciate your patience, I will follow up with you when I have more information to update you with. Feel free to reach out to me if you have any questions, updates or concerns in regards to your case.

Best,

Patrick Case Manager
Chrysler Customer Care Case# [REDACTED]
844-888-0601 ext. 4060963

----- Original Message -----
From: [REDACTED] [REDACTED] gmail.com]
Sent: 7/20/2022 9:59 PM
To: uscustomercare@fcagroup.com
Subject: Re: Rental

Patrick
Nice talking to you.

owen.rogers@usautogroup.com

Owen Rogers
McKevitt of Berkeley
2700 Shattuck ave, Berkeley,
CA 94705
(510)-848-2206 ext. 1070

Thanks,
[REDACTED]

Sent from my iPhone

> On Jul 20, 2022, at 2:44 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> ello,
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> Best,
>
> Patrick Case Manager Case# [REDACTED]
>
> Chrysler Customer Care
> 844-888-0601 ext. 4060963
>
> 800-992-1997 Gen Customer service Line
> For use over the weekend
>
>
> ref: _00Dj01qsDF_5003Z1ROaAzref

Date	07/21/2022	Subject	Re: Rental		
From	[REDACTED] gmail.com	To	uscustomercare@fcagroup.com	Sent Date/Time	07/21/2022 23:18 PM

Thanks Patrick.

(Its [REDACTED] by the way)

I dropped off the vehicle today. Owen mentioned that he may not be able to look at it today but hopefully by tomorrow. Hopefully will know more by tomorrow.

Thank you!

[REDACTED]

Sent from myiPhone

> On Jul 21, 2022, at 4:10 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

>

> Hello [REDACTED]

>

> I just wanted to inform you that I am still working on your case. and thank you for Owen email

> I appreciate your patience, I will follow up with you when I have more information to update you with. Feel free to reach out to me if you have any questions, updates or concerns in regards to your case.

>

> Best,

>

> Patrick Case Manager

> Chrysler Customer Care Case# [REDACTED]

> 844-888-0601 ext. 4060963

>

>

>

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

> From: [REDACTED] [REDACTED] gmail.com]

> Sent: 7/20/2022 9:59 PM

> To: uscustomercare@fcagroup.com

> Subject: Re: Rental

>

> Patrick

> Nice talking to you.

>

> owen.rogers@usautogroup.com

>

> Owen Rogers

> McKeivitt of Berkeley

> 2700 Shattuck ave, Berkeley,

> CA 94705

> (510)-848-2206 ext. 1070

>

>

> Thanks,

>

> [REDACTED]

>

>

> Sent from myiPhone

>

>> On Jul 20, 2022, at 2:44 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

>>

>> ello,

>>

>> I'm Patrick, your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.

>> My Office hours are Monday- Friday 11:00 AM Until 7:30 PM. I would like to connect with you about your Vehicle and your case and Gather more information, Please feel free to reach out at your convenience so that I can better assist you.

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>> Best,

>>

>> Patrick Case Manager Case# [REDACTED]

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>> Chrysler Customer Care

>> 844-888-0601 ext. 4060963

>>

>> 800-992-1997 Gen Customer service Line

>> For use over the weekend

>>

>>

>> ref:_00Dj01qsDF_5003Z1ROaAzref

>

Date	07/27/2022	Subject	Re: Rental		
From	[REDACTED] gmail.com	To	uscustomercare@fcagroup.com	Sent Date/Time	07/27/2022 14:14 PM

Hi Patrick

I rented the vehicle. Any update on my limit?

Thanks

Sent from myiPhone

> On Jul 21, 2022, at 4:10 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

>

> Hello [REDACTED]

>

> I just wanted to inform you that I am still working on your case. and thank you for Owen email

> I appreciate your patience, I will follow up with you when I have more information to update you with. Feel free to reach out to me if you have any questions, updates or concerns in regards to your case.

>

> Best,

>

> Patrick Case Manager

> Chrysler Customer Care Case# [REDACTED]

> 844-888-0601 ext. 4060963

>

>

>

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

> From: [REDACTED] [REDACTED] gmail.com]

> Sent: 7/20/2022 9:59 PM

> To: uscustomercare@fcagroup.com

> Subject: Re: Rental

>

> Patrick

> Nice talking to you.

> owen.rogers@usautogroup.com

>

> Owen Rogers

> McKeitt of Berkeley

> 2700 Shattuck ave, Berkeley,

> CA 94705

> (510)-848-2206 ext. 1070

>

>

> Thanks,

>

> [REDACTED]

>

> Sent from myiPhone

>

> > On Jul 20, 2022, at 2:44 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

> > ello,

> >

> > I'm Patrick, your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.

> > My Office hours are Monday- Friday 11:00 AM Until 7:30 PM I would like to connect with you about your Vehicle and your case and Gather more information, Please feel free to reach out at your convenience so that I can better assist you.

> >

> > Best,

> >

> > Patrick Case Manager Case# [REDACTED]

> >

> > Chrysler Customer Care

> > 844-888-0601 ext. 4060963

> >

> > 800-992-1997 Gen Customer service Line

> > For use over the weekend

> >

> >

> > ref: 00Dj01qsDF_5003Z1ROaAzref

>

Date	08/10/2022	Subject	Chrysler Customer Care - [REDACTED]	
From	chryslercustomer@fcagroup.com	To	[REDACTED] gmail.com	Sent Date/Time 08/10/2022 00:19 AM

Hello Good Afternoon

This is Case Management , I am sending in this email to inform you that the Dealership is closed and cant get any of the information i need to have to assist. We will keep trying and be in contact with you when we receive an update .

Thank you for being a Loyal Customer !

Cierra
Stellantis Case Management
8448880601 ext 4062153

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

From: [REDACTED] [REDACTED] gmail.com]
Sent: 7/27/2022 2:14 PM
To: uscustomercare@fcagroup.com
Subject: Re: Rental

Hi Patrick
I rented the vehicle. Any update on my limit?
Thanks
[REDACTED]

Sent from my iPhone
On Jul 21, 2022, at 4:10 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello [REDACTED]

I just wanted to inform you that I am still working on your case. and thank you for Owen email
I appreciate your patience, I will follow up with you when I have more information to update you with. Feel free to reach out to me if you have any questions, updates or concerns in regards to your case.

Best,

Patrick Case Manager
Chrysler Customer Care Case# [REDACTED]
844-888-0601 ext. 4060963

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

From: [REDACTED] [REDACTED] gmail.com]
Sent: 7/20/2022 9:59 PM
To: uscustomercare@fcagroup.com
Subject: Re: Rental

Patrick
Nice talking to you.

owen.rogers@usautogroup.com

Owen Rogers
McKevitt of Berkeley
2700 Shattuck ave, Berkeley,
CA 94705
(510)-848-2206 ext. 1070

Thanks,
[REDACTED]

Sent from my iPhone

> On Jul 20, 2022, at 2:44 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> ello,

>
> I'm Patrick, your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.
> My Office hours are Monday- Friday 11:00 AM Until 7:30 PM. I would like to connect with you about your Vehicle and your case and Gather more information, Please feel free to reach out at your convenience so that I can better assist you.

>
> Best,

>
> Patrick Case Manager Case# [REDACTED]

>
> Chrysler Customer Care
> 844-888-0601 ext. 4060963

>
> 800-992-1997 Gen Customer service Line
> For use over the weekend

>
>
> ref:_00Dj01qsDF_5003Z1ROaAzref

Date	08/10/2022	Subject	Re: Chrysler Customer Care - [REDACTED]	
From	[REDACTED] gmail.com	To	chryslercustomercare@fcagroup.com	Sent Date/Time 08/10/2022 01:25 AM

Hi. I dont follow

Was there an increase in my limit?

Thanks

Sent from my iPhone

> On Aug 9, 2022, at 5:19 PM, Chrysler Customer Care <chryslercustomer care@fcagroup.com> wrote:

> Hello Good Afternoon

> This is Case Management , I am sending in this email to inform you that the Dealership is closed and cant get any of the information i need to have to assist. We will keep trying and be in contact with you when we receive an update .

> Thank you for being a Loyal Customer !

> Cierra
> Stellantis Case Management
> 8448880601 ext 4062153

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

> From: [REDACTED] gmail.com]

> Sent: 7/27/2022 2:14 PM

> To: uscusercare@fcagroup.com

> Subject: Re: Rental

> Hi Patrick

> I rented the vehicle. Any update on my limit?

> Thanks

> Sent from my iPhone

> On Jul 21, 2022, at 4:10 PM, US Customer Care <uscusercare@fcagroup.com> wrote:

> Hello [REDACTED]

> I just wanted to inform you that I am still working on your case. and thank you for Owen email

> I appreciate your patience, I will follow up with you when I have more information to update you with. Feel free to reach out to me if you have any questions, updates or concerns in regards to your case.

> Best,

> Patrick Case Manager

> Chrysler Customer Care Case# [REDACTED]

> 844-888-0601 ext. 4060963

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

> From: [REDACTED] gmail.com]

> Sent: 7/20/2022 9:59 PM

> To: uscusercare@fcagroup.com

> Subject: Re: Rental

> Patrick

> Nice talking to you.

> owen.rogers@usautogroup.com

> Owen Rogers

> McKeitt of Berkeley

> 2700 Shattuck ave, Berkeley,

> CA 94705

> (510)-848-2206 ext. 1070

> Thanks,

> Sent from my iPhone

>> On Jul 20, 2022, at 2:44 PM, US Customer Care <uscusercare@fcagroup.com> wrote:

>> ello,

>> I'm Patrick, your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.

>> My Office hours are Monday- Friday 11:00 AM Until 7:30 PM. I would like to connect with you about your Vehicle and your case and Gather more information, Please feel free to reach out at your convenience so that I can better assist you.

>> Best,

>> Patrick Case Manager Case# [REDACTED]

>> Chrysler Customer Care
>> 844-888-0601 ext. 4060963

>> 800-992-1997 Gen Customer service Line

>> For use over the weekend

>> ref:_00Dj01qsDF_5003Z1ROaAzref

Date | 08/19/2022

Subject | Re: Chrysler Customer Care - [REDACTED]

From	chryslercustomercare@fcagroup.com	To	[REDACTED]@gmail.com	Sent Date/Time	08/19/2022 23:44 PM
-------------	-----------------------------------	-----------	----------------------	-----------------------	---------------------

Hello,

Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership.

Sincerely,
 Patrick Case # [REDACTED]
 Ram Customer Care
 844-888-0601
 ref._00Dj01qsDF._5003Z1ROaAzref

Date	08/19/2022	Subject	Re: Chrysler Customer Care - [REDACTED]
-------------	------------	----------------	---

From	[REDACTED]@gmail.com	To	chryslercustomercare@fcagroup.com	Sent Date/Time	08/19/2022 23:47 PM
-------------	----------------------	-----------	-----------------------------------	-----------------------	---------------------

Hi

I sent 2 hrs ago

Thanks
 [REDACTED]

Sent from my iPhone

> On Aug 19, 2022, at 4:44 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
 >
 >
 > Hello,
 >
 > Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership.
 >
 > Sincerely,
 > Patrick Case # [REDACTED]
 > Ram Customer Care
 > 844-888-0601
 >
 >
 >
 > ref._00Dj01qsDF._5003Z1ROaAzref

Date	08/23/2022	Subject	Re: Chrysler Customer Care - [REDACTED]
-------------	------------	----------------	---

From	chryslercustomercare@fcagroup.com	To	[REDACTED]@gmail.com	Sent Date/Time	08/23/2022 23:26 PM
-------------	-----------------------------------	-----------	----------------------	-----------------------	---------------------

Hello,

I didn't receive it please resubmit.

Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership.

Sincerely,
 Patrick Case # [REDACTED]
 Ram Customer Care
 844-888-0601
 ref._00Dj01qsDF._5003Z1ROaAzref

Date	08/23/2022	Subject	Re: Chrysler Customer Care - [REDACTED]
-------------	------------	----------------	---

From	chryslercustomercare@fcagroup.com	To	[REDACTED]@gmail.com	Sent Date/Time	08/23/2022 23:26 PM
-------------	-----------------------------------	-----------	----------------------	-----------------------	---------------------

Hello,

I didn't receive it please resubmit.

Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership.

Sincerely,
 Patrick Case # [REDACTED]
 Ram Customer Care
 844-888-0601
 ref._00Dj01qsDF._5003Z1ROaAzref

Date	08/25/2022	Subject	Re: Chrysler Customer Care - [REDACTED]
-------------	------------	----------------	---

From	uscustomer@fcagroup.com	To	chryslercustomercare@fcagroup.com	Sent Date/Time	08/25/2022 22:46 PM
-------------	-------------------------	-----------	-----------------------------------	-----------------------	---------------------

Hello,

I didn't receive documents, please resubmit. or please fax documents at 877-768-5076

Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership.

Sincerely,
 Patrick Case # [REDACTED]
 Ram Customer Care
 844-888-0601
 ref._00Dj01qsDF._5003Z1ROaAzref

Date	08/25/2022	Subject	Re: Chrysler Customer Care - [REDACTED]
-------------	------------	----------------	---

From	uscustomer@fcagroup.com	To	chryslercustomercare@fcagroup.com	Sent Date/Time	08/25/2022 22:46 PM
-------------	-------------------------	-----------	-----------------------------------	-----------------------	---------------------

Hello,

I didn't receive documents, please resubmit. or please fax documents at 877-768-5076

Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership.

Sincerely,
 Patrick Case # [REDACTED]
 Ram Customer Care
 844-888-0601
 ref._00Dj01qsDF._5003Z1ROaAzref

Date	08/29/2022	Subject	Re: Chrysler Customer Care - [REDACTED]
From	chryslercustomercare@fcagroup.com	To	Sent Date/Time 08/29/2022 23:09 PM
Hello, I didn't receive documents, please resubmit. or please fax documents at 877-768-5076 Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership. Sincerely, Patrick Case # [REDACTED] Ram Customer Care 844-888-0601 ref:_00Dj01qsDF_5003Z1ROaAzref			

Date	09/01/2022	Subject	Re: Chrysler Customer Care - [REDACTED]
From	[REDACTED]@gmail.com	To	chryslercustomercare@fcagroup.com Sent Date/Time 09/01/2022 15:01 PM
Hi Here it is Thanks [REDACTED] Sent from my iPad > On Aug 29, 2022, at 4:09 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote: > Hello, > > I didn't receive documents, please resubmit. or please fax documents at 877-768-5076 > > Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership. > > Sincerely, > Patrick Case # [REDACTED] > Ram Customer Care > 844-888-0601 > > ref:_00Dj01qsDF_5003Z1ROaAzref			

Date	09/02/2022	Subject	Re: Chrysler Customer Care - [REDACTED]
From	chryslercustomercare@fcagroup.com	To	[REDACTED]@gmail.com Sent Date/Time 09/02/2022 15:45 PM
Dear [REDACTED] This is a courtesy email to inform you of the closure of your case, no need to reply. It was a pleasure to assist and getting to know you. I approve the rental reimbursement, check can take 7 to 10 business days I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future You will receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal Ram customer! Best Regards, Patrick Case Manager Ram Customer Care (888) 888-0601 ref:_00Dj01qsDF_5003Z1ROaAzref			

Date	09/02/2022	Subject	Re: Chrysler Customer Care - [REDACTED]
From	chryslercustomercare@fcagroup.com	To	[REDACTED]@gmail.com Sent Date/Time 09/02/2022 15:45 PM
Dear [REDACTED] This is a courtesy email to inform you of the closure of your case, no need to reply. It was a pleasure to assist and getting to know you. I approve the rental reimbursement, check can take 7 to 10 business days I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future You will receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal Ram customer! Best Regards, Patrick Case Manager Ram Customer Care (888) 888-0601 ref:_00Dj01qsDF_5003Z1ROaAzref			

Date	09/02/2022	Subject	Re: Chrysler Customer Care - [REDACTED]
From	[REDACTED]@gmail.com	To	chryslercustomercare@fcagroup.com Sent Date/Time 09/02/2022 15:53 PM

Wow.

Thank you!

██████████

Sent from my iPhone

> On Sep 2, 2022, at 8:45 AM, Chrysler Customer Care <chryslercustomer care@fcagroup.com> wrote:

>

>

> Dear ██████████

>

> This is a courtesy email to inform you of the closure of your case, no need to reply.

> It was a pleasure to assist and getting to know you. I approve the rental reimbursement, check can take 7 to 10 business days

> I would like to express my appreciation for allowing me to assist you with your vehicle concerns.

> We look forward to assisting you should you have any additional concerns or questions in the future

> You will receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

> Thank you for being a loyal Ram customer!

>

> Best Regards,

> Patrick Case Manager

> Ram Customer Care

> (888) 888-0601

>

> ref:_00Dj01qsDF_5003Z1ROaAzref

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.)

Sent from my iPad

On Aug 29, 2022, at 4:09 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

Hello,

I didn't receive documents, please resubmit. or please fax documents at 877-768-5076

Please reply to this email with a copy of the rental invoice and or receipts for the vehicle that was rented for you. We will also need a copy of the Dealerships repair order they provided when you picked your vehicle up from the Dealership.

Sincerely,

Patrick Case # [REDACTED]

Ram Customer Care

844-888-0601

ref_00Dj01qsDF._5003Z1ROaAzref



Rental Agreement # [REDACTED]

Renter Information

Renter Name

[REDACTED]

Renter Address

PIEDMONT, CA [REDACTED]
USA

Vehicle Information

CAMR

License #: [REDACTED]

State/Province: CA

Unit #: [REDACTED]

Vehicle #: [REDACTED]

Vehicle Class Driven

Full Size 4 door/Automatic/Air

Vehicle Class Charged

Standard 4 door/Automatic/Air

Odometer Mileage/Kilometers

Starting: 16963 Ending: 17060

Total: 97

Fuel

Starting: 1/4 Ending: 1/4

Trip Information

Pickup

Monday, July 25, 2022 3:38 PM

OAKLAND

3030 BROADWAY

OAKLAND, CA 94611-5713

USA

Return

Monday, August 1, 2022 2:13 PM

OAKLAND

3030 BROADWAY

OAKLAND, CA 94611-5713

USA

Renter Charges

Rental Rate	Time & Distance 1 Week at \$498.75 / Week	\$498.75
-------------	---	----------

Mileage	Unlimited Mileage	Included
---------	-------------------	----------

Taxes and Fees	Sales Tax (10.25%)	\$51.12
----------------	--------------------	---------

	Vehicle License Recovery Fee (\$1.39 / Day)	\$9.73
--	---	--------

Total		\$559.60
-------	--	----------

(Subject to audit)

Amount charged on August 1, 2022 to VISA (7334)	(\$559.60)
---	------------

APN: [REDACTED]

AID: A [REDACTED]

Verified: Signature

Entry: Chip

TSI [REDACTED]

Amount Due	\$0.00
------------	--------

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

BERKELEY LOCATION
SERVING CHRYSLER DODGE JEEP RAM
2700 SHATTUCK AVE.
STE. 100
BERKELEY, CA 94708
PHONE (916) 848-2206
BAR # ARO 293737
EPA # CAD981690803

BERKELEY LOCATION
SERVING FIAT
2700 SHATTUCK AVE.
STE. 200
BERKELEY, CA 94708
PHONE (916) 348-3800
BAR # ARO 293737
EPA # CAD981690803

INVOICE

PEDMON... AVE
HOME... CA...
BUS: ...@gmail...

COLOR	YEAR	MAKE/MODEL	VIN	SERVICE ADVISOR: 809 OWEN ROGERS	LICENSE	MILEAGE IN/ OUT	TAG
	21	CHRYSLER PACIFICA HY				7792/7799	T6700
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
04OCT21 DL					CASH	29JUL22	
R.O. OPENED			10:15 21JUL22				

09:52 21JUL22	08:22 29JUL22	OPTIONS: DLR:0 ENG:3.6_Liter_PHEV
LINE OPCODE	TECH TYPE	HOURS
A Check Tire Pressure	TP Check Tire Pressure	
	381 IGW	
7792 AS REQUESTED, SET TIRE PRESSURES TO 38 PSI(OK).		

B CUSTOMER STATES THAT WHILE THEY WERE DRIVING UP A HILL THE VEHICLE COMPLETELEY DIED ON THEM. THE VEHICLE STARTED ROLLING BACKWARDS AND THEY WERE NPOT ABLE TO ENGAGE THE BRAKES,EVENTUALLY THEY WERE ABLE TO PUSH THE BRAKE AND GET THE VEHICLE TO STOP. CUSTOMER STATES THAT THE VEHICLE CAME BACK BACK ON AND THE CHECK ENGINE LIGH came ON AS WELL. THE CUSTOMER STATES THAT THE CHECK ENGINE LIGHT HAS NOW TURNED OFF. CHECK AND ADVISE.

CAUSE: DIAGNOSIS CONCERN
DIAG DIAGNOSIS ON VEHICLE POWER FAILURE
381 WC

7799
PERFORMED UPDATE TO THE HCP & AHCP MODULES, HCP/AHCP MODULE Successfully flashed ECU from old part number 05185116AH to current part number 05185116AJ. LOP# 18-19-86-AC Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram
(0 - Introduction)
1 - Engine Repair and Performance
0.3 Hrs.**), PCM MODULE Successfully flashed ECU from old part number 68499122AE to current part number 68499122AF. (LOP# 18-19-06-GH Module, Powertrain Control
(PCM) - Reprogram
(0 - Introduction)
1 - Engine Repair and Performance
0.3 Hrs.). CLEARED ALL FAULTS THAT WERE CAUSED BY THE UPDATES.
NOTE: PERFORMED TEST DROVE VEHICLE FOR THE VEHICLE STALLING OUT & BRAKE FAILURE(PER CUSTOMERS STATEMENT), ALL BRAKING SYSTEM OPERATES AS

 	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			ADJUSTMENTS	< >
			SALES TAX	
			PLEASE PAY THIS AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		CUSTOMER INITIAL X		
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.				
CUSTOMER SIGNATURE X				

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	2021	Brand	CHRYSLER
Body	RUET53	Vehicle	CHRYSLER PACIFICA HYBRID LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/20/2022	CAIR Type	Regular	Status	Closed
Close Date	07/22/2022	Origin	Brand Site	Reason	assistance
Mileage	19,562 Miles	Market	U	Language	English
Contact Email	gmail.com	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Brea	Caller Country	USA	Caller Postal Code	
Customer	Owner MEIR BUSINESS				
Customer Address					
	BREA		CA		USA
Dealer	24105	JEEP CHRYSLER DODGE RAM FIAT OF		Dealer Phone	9093909898
Dealer Address	1202 AUTO CENTER DR				
	ONTARIO		CA	91761 2208	USA
Dealer Zone	California	Sales District		Service District	Y
Subject	Random Loss of Power				
Synopsis	being worked				
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
07/20/2022 12:19 AM	New
07/20/2022 01:14 PM	Open
07/20/2022 01:17 PM	Closed
07/21/2022 11:55 AM	Open
07/22/2022 07:29 PM	Closed

Initial Description

My car has been at the dealership since May 16. It randomly lost power on the freeway while my husband was driving and one of my children was in the car. The dealership was able to duplicate the exact same problem on 2 separate occasions without any error codes, but after those 2 times, it has not lost power so they told us that corporate directed them to release the car to us. I am in contact with a Chrysler advisor, Matt, via case # . He directed us to not pick up the car and that he would work with the dealership to help to resolve this issue. However, he contacted me yesterday and it sounded like there was nothing more the dealership or he could do. This is the second time since we leased this car that it has lost power randomly. It first happened back in September of last year and supposedly they fixed it but obviously the fix was temporary at best. This time it happened on the freeway. I firmly believe this is a safety issue and the lack of fix of this issue and lack of any work done by the dealership to correct this issue makes this an issue that is likely to cause death or serious bodily injury since it can happen at anytime, anywhere. This is our only vehicle. We have 3 kids and we have to drive on the freeway every day. We do not feel safe as the vehicle could lose power at any moment and that exponentially increases our risk for getting into an accident. We have not had use of our vehicle for over 2 months due to this issue and it is not fixed. How can Chrysler release an unsafe vehicle to us that we have to use because it is our only vehicle? The dealership has done nothing to fix the problem and we are supposed to just accept that it is fine because corporate said to release the car? We were told that Corporate relations was not in a position to help me with my lemon law request. But they have not yet elaborated on that and I absolutely believe this is a glaring safety issue. I am still in contact with Matt at Chrysler, but I wanted to send an email as well. We have loved having our Pacifica Hybrid. This is our second lease for a Chrysler Pacifica and leased the Hybrid last year because we were happy enough with Chrysler to be a return customer, but the results of this issue will direct how we proceed in the future. Thank you. 302240

Case Comments

Date	Comment
07/21/2022	Secondary review completed. Case was reopened and reassigned to LLQ. Customer states vehicle at DLR since 5/16... Writer sees CAC open and VOR 45+ days, was reviewed by LLQ previously, needs another review, either that case or this case. Other claims on VIN as well, Writer created CRA. CRA is located under vehicle info, under related. CRA is still being worked.
07/22/2022	Closing as duplicate Case. still being worked.

Email(s)

Date	07/20/2022	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS*****		
From	uscustomer@fcagroup.com	To	gmail.com	Sent Date/Time	07/20/2022 00:19 AM
Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.					
To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.					
Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Chrysler Advisors.					
Chrysler Brand: 800-247-9753					
FCABrand : 800-247-9753					
For any future communication related to this email, please refer to reference number					
Sincerely,					
The Chrysler Brand					
To view the Chrysler Privacy Policy, visit					
https://www.chrysler.com/crossbrand_us/privacy					

Date	07/20/2022	Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS*****		
From	uscustomer@fcagroup.com	To	gmail.com	Sent Date/Time	07/20/2022 13:16 PM

Hello [REDACTED]

Thank you for contacting Chrysler Customer Care.

We have reviewed your email and understand your frustration with the concerns you are experiencing. We have noted that your concern is already being addressed in Case [REDACTED] and we have notified your Case Specialist internally of your email. In order to avoid duplication this case will be closed. Please continue to work with your Case Specialist regarding your vehicle concern.

Best wishes,

Mary-Lyn
Chrysler Customer Care

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

From: US Customer Care [uscustomercare@fcagroup.com]

Sent: 7/19/2022 8:19 PM

To: [REDACTED]@gmail.com

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

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

ref: _00Dj01qsDF_5003Z1ROhwJ: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)#						
VIN		Model Year	2021	Brand	CHRYSLER	
Body	RUEH53	Vehicle	CHRYSLER PACIFICA HYBRID TOURING L			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center		
Batch Case Information						
Open Date	07/20/2022	CAIR Type	Regular	Status	Closed	
Close Date	10/07/2022	Origin	Telephone	Reason		
Mileage	22,500 Miles	Market	U	Language	English	
Contact Email		Contact Phone		Contact M. bile		
Caller Address				Source	Customer	
Caller City		Caller Country		Caller postal Code		
Customer						
Customer Address						

Case Status History

Create Date	Status
07/20/2022 08:22 PM	Closed
07/20/2022 08:40 PM	Closed
07/20/2022 09:33 PM	Open
07/21/2022 05:12 PM	Suspended
08/05/2022 04:01 AM	Open
08/08/2022 07:12 PM	Suspended
08/17/2022 02:10 PM	Open
08/29/2022 03:36 PM	Suspended
09/06/2022 04:02 AM	Open
09/08/2022 05:15 PM	Suspended
09/12/2022 04:01 AM	Open
09/14/2022 02:11 PM	Suspended
09/19/2022 04:00 AM	Open
09/20/2022 08:00 PM	Suspended
09/20/2022 08:02 PM	Open
09/20/2022 08:03 PM	Suspended
09/27/2022 04:01 AM	Open
10/05/2022 09:27 PM	Suspended
10/07/2022 03:31 PM	Closed

Initial Description

CST is calling to report that the vehicle more than once the vehicle stalled. And there where messages for stop vehicle and. And it happen 2 times and the previous year it did happen and it was fixed. So now he is seeking for help with CAC and for this to be a star case. As he does not feel to confident in the DLR ability to find and fix the problem.

Case Comments

Date	Comment
07/20/2022	CST is calling to report that the vehicle more than once the vehicle stalled. And there where messages for stop vehicle and. And it happen 2 times and the previous year it did happen and it was fixed. So now he is seeking for help with CAC and for this to be a star case. As he does not feel to confident in the DLR ability to find and fix the problem. previous case.
07/20/2022	CST was informed that he will need to call back after. he has an appt with the DLR. Or when the vehicle is at the DLR for service. He can request an escalation for additional technical assistance.
07/20/2022	cx called because issues still persists with vehicle for repair done in January, appt is august 5th 2022 cx demanding rental reimbursement like previous cas advised cx cm will reach out advised reimbursements are not guaranteed re assigned
07/21/2022	***outbound customer call*** was on a road trip for 2 weeks on the way there the car stalled on the interstate, had to pull over to restart, on the way back in happened again, managed to get home, wife said that there are lights blinking in the car. today he says that he can't even start the vehicle, has an appointment, but will probably have to call for a tow to go there. cannot access battery saying this happened last year. appointment is the 5th of august. says the fact that he already took it in for the same issue. approved 5 day rental \$40 a day no tax no extra
07/22/2022	duplicate case, I have already contactd customer
07/26/2022	***inbound customer email*** July 24, 2022 at 3:49 AM Email To: uscusomercare View Details Hi Allison, The car is towed and in the shop, they will try to look at it this week. We need a rental car for life to continue uninterrupted, can you remind me the terms of the rental reimbursement? Can I go pick something up tomorrow to use for the week? If it end up taking a long time, will the rental reimbursement be extended? Cheers Reply Hi. Thank you for letting me know, as per our conversation, I can approve a rental for 5 days \$40 a day no tax no extra, for now. Please be sure to use enterprise or another Stellantis approved rental company keep your receipts and I will have this submitted for reimbursement. If you need an extension for another 5 days after I can have it reviewed, please let me know if you need it longer. I will also need a copy of the repair order. Regards, Allison Stellantis Case Management Expand Email
07/28/2022	*****INBOUND CUSTOMER CONTACT***** Cx called for Cm. Cm not available msg sent to cm.
07/28/2022	***outbound customer call*** Dealership fixed the battery customer says that he seen on the news that there was an investigation going on for the stalling when he gets to 4000 miles. says it starts beeping and gives him some messages that say shift to. also ready's service charging system, then has no control over pressing the gas, can coast and break, pulls over and only then its when they can start and of January he says they were able to reproduce it and fix it, now they won't look at it. claims that https://www.autoevolution.com/news/nhtsa-investigates-transmission-issue-affecting-chrysler-pacifica-prev-194678.html is the issue that he is having, and wants this fixed before it becomes a recall
07/29/2022	***outbound customer call*** Advised that I am still waiting on dealer call
07/29/2022	***outbound customer call*** customer consistently emailing in for an update, told him I will follow up once I hear more information from the dealer.
08/02/2022	***outbound customer email*** emailed. I have found a location that can work on your vehicle, this is the place that is closest that I could find. it is a little bit further away from you but they have hybrid technicians that can work on your vehicle. 12410 East 136th Avenue Brighton, CO 80601 (303) 664-1940 Call for the service department, I spoke to a Heather, has availability aug 23 for an appointment, please call them to make the appointment. Regards, Allison Stellantis Case Management customer to make appointment for hybrid stalling issues

Date	Comment
08/08/2022	***outbound inbound email*** Hi [REDACTED] Excellent to hear!!! I will follow up with you after your appointment. Regards, Allison Stellanis Case management [REDACTED] August 2, 2022 at 10:54 PM Email to: uscusomercare View Details Thank you for that update! I've reached out and it's been night and day, they've asked for more information than Larry Miller ever asked, they want to see the car on the 24th so I'll take it in then Cheers [REDACTED]
08/09/2022	***outbound customer call*** Advised [REDACTED] that I have approved for 5 days rental, at \$40 a day no tax no extra. If he needs longer I will review. Customer has appointment at new dealership that has hybrid technicians, customer consistently asking what if we cannot get this fixed, I advised customer I am here to assist.
08/23/2022	Email to Customer - Good Morning, I am following up on behalf of your Case Manager, Allison. Can you advise of when your appointment is and where, so I may follow up with the Dealer. Thank you, have a great day.
08/23/2022	According to Notes, it appears the Vehicle may be at Dealer 44304 [REDACTED] Auto Plaza
08/24/2022	Email From Customer - Good morning Robin, I'm dropping off the car at [REDACTED] Auto Plaza, Inc. at 12410 E 136th Ave, Brighton, CO 80601.? The appointment is for tomorrow morning but I'm picking up a rental and dropping the car off tonight. Thanks for reaching out, are you my new case manager? Or you're just helping Allison out? Cheers [REDACTED]
08/24/2022	Email To Customer - Hi [REDACTED] If your vehicle is going to [REDACTED] Auto Plaza, you will be working with me. I will touch base after your appt. Please reach out anytime through email or phone, if you have any questions. Have a great day!
08/24/2022	CM Allison, approved 5 day rental \$40 a day no tax no extra.
08/26/2022	Email from Customer - Great, looking forward to working with you I've had issues with the dealership closer to my home where they've sent me home saying it's a non-issue, but it has happened almost a dozen times already, and i've started recording it (here's 5 different instances where it's happened): [REDACTED] [REDACTED] I've even gone out and bought a gopro so i could capture it better, the latest footage is very accurate and shows what happens step by step. I'm a software engineer by trade and spend most of my time debugging issues, I have a strong intuition that this has to do with the drivetrain and the regenerative braking, something in the battery is breaking down when driving and i think this happens because the battery can charge faster than the recommended 7.2kw while in the regenerative braking mode (especially while driving downhill). I hope you can keep the communication between myself and with [REDACTED] Auto Plaza at a high level so we can fix this issue. I don't know if Allison mentioned it but I've been approved for 5 days of rental, i've started my rental yesterday, I'll request an extension if the car is not fixed in the 5 days Cheers [REDACTED]
08/26/2022	Email to Customer - Thanks [REDACTED] I will touch base with you next week and yes it is documented on the 5 days/
08/29/2022	Email from Customer - Since my car isn't back i'm going to need to extend the rental. You can give me a call at [REDACTED]. You still haven't provided your extension for me to call you,
08/29/2022	**OUTBOUND CUSTOMER CALL** [REDACTED] CM called Customer to advise she will offer 5 more days of rental. Customer stated there is a Star Case open for the stalling issue. Customer stated he is paying \$60.00/Day and realizes he will only be reimbursed \$40.00/Day. Customer is frustrated through the whole process and stated he needs his vehicle repaired as his Aux pair is arriving next month. CM stated our goal is to have the vehicle concerns resolved and customer back with his vehicle. Customer is feeling the stress of it all. Customer states from LHM there is a trim piece inside that was damaged and he reached out to his SA Robbie, and has not heard anything back. CM stated she will look into that as well.
08/29/2022	10 days Rental at \$40.00/day has been approved. Star case open
08/29/2022	Email to Customer - Hi [REDACTED] My extension is [REDACTED] I have authorized? 5 more days rental.
08/29/2022	Previous [REDACTED] at 26880 LHM --- Email to SM - Hi [REDACTED] Customer stated when he was in last, a piece of trim was damaged inside of vehicle from the repair. he stated he reached out to Robbie SA, however, has not heard back. Do you have any information on this? Thanks [REDACTED]
08/30/2022	Email from SM - Hey [REDACTED] I am not sure what piece is damaged and [REDACTED] my advisor doesn't have any clue either. Can you tell me what it could have been and I will get it taken care of him?
08/30/2022	Email to Customer - Hi [REDACTED] Can you advise of exactly what piece you need taken care of? (from your last visit at LHM) I spoke with Jon, the SM and he will take care of this.
08/30/2022	Email to SM - Good Morning Tom, I am seeking if there is a diagnosis on vehicle. Thanks Tom
09/02/2022	*****INBOUND CUSTOMER CONTACT***** customer is calling in because he is looking for cost assistance with another rental and wants to speak with his CM as soon as possible about this, please call customer back.
09/06/2022	Email to SM - Good Morning [REDACTED] Do you have a diagnosis/repair plan on this vehicle? Thanks
09/06/2022	Email from SM - Yes STAR had us checking the Transmission and they determined it was it need of replacement and ordered us one. No ETA at the time of order from STAR Thanks Tom
09/06/2022	PART# 68490840AB ORDER# [REDACTED] RECEIVED AT CENTERLINE TRANSMISSION
09/06/2022	Email to AM - Good Morning [REDACTED] I am seeking to put customer in a \$40.00/Day rental until the transmission comes in, PART# 68490840AB ORDER# [REDACTED] RECEIVED AT CENTERLINE TRANSMISSION DEALER: 44304 Would this be something we could do?
09/06/2022	Email from AM - [REDACTED] Thanks. Let's get the customer in a rental. Let me know what you need me to do.
09/06/2022	Email from Customer - Hi [REDACTED] If you are unavailable, please pass on my case to somebody who has the capacity to help me. Last night my daughter had a fever of 105 and I couldn't take her to the emergency room because I don't have a car.? Luckily it's come down and it looks like it's hand, foot and mouth.? I need a rental car. [REDACTED] Auto reached out to me to let me know the part that needs to be replaced is the transmission, they said it is back ordered (quoted likely 2 weeks+).? Armed with this new fact, can we get authorized for a longer term rental (instead of futzng around with the 5 day authorization)?? or provide me with a loaner/car for me to use?
09/06/2022	Email to Customer - Hi [REDACTED] I am sorry to hear of your troubles. I am glad your daughter is going to be ok. I apologize, I was away on Friday and Monday was a Holiday. You may secure a rental for \$40.00/day until your vehicle is repaired. I am working on improving the ETA. Regrettably the Dealer does not have any loaners available. Let me know how you make out and I hope you have a great day.
09/06/2022	***RENTAL REIMBURSEMENT REQUEST*** - Customer has submitted request for RENTAL Goodwill, because of a repair to their 2021 CHRYSLER PACIFICA HYBRID TOURING L vehicle, thus resulting in having to pay out of pocket in order to have transportation. CM is suggesting reimbursement as a Goodwill Gesture per Customer Satisfaction as he was waiting on diagnosis and now has a transmission on order. - **BC DENVER CASE REVIEW** ISD: 1/30/2021 MILEAGE: 22,500 M ORIGINAL OWNER: YES LOYALTY: 1 NEW MP: NO CRITICAL CASE SCORE: 30 2021 CHRYSLER PACIFICA HYBRID TOURING L - Authorized Chrysler Dealership: 44304 [REDACTED] Auto Plaza Inc Dealer Opinion Agreed, STAR Case opened, Under warranty - Customers proof of payment is: Enterprise Rental paid by Visa Date: Aug. 23 - Aug 30 Amount per day \$ 37.85 Number of days 7 Total \$ 264.99 - CM is requesting reimbursement for the Customer's partial rental expense. CM is reimbursing \$ 264.99
09/06/2022	Email to Customer - Good Day, I also submitted the check for you, should be mailed out shortly.
09/12/2022	Part IN TRANSIT FROM CENTERLINE
09/14/2022	Email from Customer - That sounds like fantastic news! Is there an ETA? Is it likely I won't need the rental next week?
09/14/2022	Transmission RECEIVED AT DENVER
09/14/2022	Email to Customer - Good Morning [REDACTED] That all depends on when the Dealer can complete the repair and the length of time they have it. If you decide to rent a vehicle, please advise and we will go from there. Thank you for your patience through this, have a great day.
09/15/2022	7 Days @ \$32.77 Hotwire DOC: [REDACTED]
09/20/2022	Email to SM - Good Day [REDACTED] Just seeking where we are at in this process? The transmission arrived? Received at Denver was the update,
09/20/2022	Email from SM - Part just arrived, the tech is finishing an engine in his bay and this one is next. Thanks Tom
09/20/2022	Email to Customer - Hi [REDACTED] FYI Part just arrived, the Tech is finishing an engine in his bay and your Chrysler is lined up to go in next.
09/28/2022	Email to SM - Good Day [REDACTED] How are you making out with repairs, did vehicle get in bay?
09/28/2022	Email from SM - Hello [REDACTED] Yes the vehicle is done and in the customers hands Thanks
10/05/2022	Email to Customer - Hi [REDACTED] I will submit the check for the National car rental in the amount of? 7 Days @ 32.77 Total \$ 229.38 Thank you for your patience.
10/05/2022	***RENTAL REIMBURSEMENT REQUEST*** - Customer has submitted request for RENTAL Goodwill, because of a repair to their 2021 CHRYSLER PACIFICA HYBRID TOURING L vehicle, thus resulting in having to pay out of pocket in order to have transportation. CM is suggesting reimbursement as a Goodwill Gesture per Customer Satisfaction as he was waiting on diagnosis and transmission repair. - **BC DENVER CASE REVIEW** ISD: 1/30/2021 MILEAGE: 22,500 M ORIGINAL OWNER: YES LOYALTY: 1 NEW MP: NO CRITICAL CASE SCORE: 30 2021 CHRYSLER PACIFICA HYBRID TOURING L - Authorized Chrysler Dealership: 44304 [REDACTED] Auto Plaza Inc Dealer Opinion Agreed, STAR Case opened, Under warranty - Customers proof of payment is: Enterprise Rental paid by Visa Date: Sept. -Sept. 12 Amount per day \$32.77 Number of days 7 Total \$ 229.38 - CM is requesting reimbursement for the Customer's partial rental expense. CM is reimbursing \$ 229.38
10/07/2022	***OUTBOUND CUSTOMER CALL** 424 274 1770. [REDACTED] CM called customer to state the check is on the way and to keep his eye out for it. Customer thanked CM for the assistance and stated his vehicle is running great and has not stalled, CM stated that was great and advised of survey that customer will receive. CM closing file.
10/07/2022	**SUMMARY** Transmission replaced (Back ordered) . CM reimbursed rental. Email confirmed. Closing email sent and CM asked customer to complete survey.

Email(s)

Date	07/21/2022	Subject	case # [REDACTED]
From	uscusomercare@cagroup.com	To	[REDACTED] gmail.com
		Sent Date/Time	07/21/2022 17:11 PM

Hi [REDACTED]

This is Allison from Stellantis Case Management, here is some helpful information for you to have for your case.

If you have any questions please do not hesitate to call or reply to this email.

My hours are Monday-Friday 11:30am-8pm Eastern Time.

- Our contact phone number is 1-844-827-1926
- My direct extension is 3026084
- your case number [REDACTED]

Regards,

Allison

Stellantis Case Management
ref._00Dj01qsDF._5003Z1ROz27:ref

Date	07/21/2022	Subject	Re: case # [REDACTED]
From	[REDACTED]@gmail.com	To	uscustomer@fcagroup.com
Sent Date/Time		07/21/2022 19:37 PM	

[REDACTED],

They towed the car, (jumping battery failed) and they had to put a dolly on it bc the e brakes don't have mechanical failsafe to override.

it should arrive at Larryh Miller within the next couple of hours,

If you can let them (Larryh Miller) know to get it seen when they get a chance I would much appreciate it, I've give them a call to let them know it's my car that is arriving.

Cheers [REDACTED]

On Thu, Jul 21, 2022, 11:11 AM US Customer Care <uscustomer@fcagroup.com> wrote:

> Hi [REDACTED]

>

> This is Allison from Stellantis Case Management, here is some helpful information for you to have for your case.

>

> If you have any questions please do not hesitate to call or reply to this email.

>

> My hours are Monday-Friday 11:30am-8pm Eastern Time.

>

> - Our contact phone number is 1-844-827-1926

> - My direct extension is 3026084

> - your case number [REDACTED]

>

> Regards,

>

> Allison

>

> Stellantis Case Management

>

>

> ref._00Dj01qsDF._5003Z1ROz27:ref

>

Date	07/21/2022	Subject	Regarding your Case [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]@gmail.com
Sent Date/Time		07/21/2022 19:37 PM	

Dear [REDACTED],

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	07/24/2022	Subject	Re: case # [REDACTED]
From	[REDACTED]@gmail.com	To	uscustomer@fcagroup.com
Sent Date/Time		07/24/2022 03:49 AM	

Hi Allison,

The car is towed and in the shop, they will try to look at it this week.
 We need a rental car for life to continue uninterrupted, can you remind me the terms of the rental reimbursement? Can I go pick something up tomorrow to use for the week? If it end up taking a long time, will the rental reimbursement be extended?

Cheers

On Thu, Jul 21, 2022, 1:36 PM [REDACTED] <[REDACTED]@gmail.com> wrote:

> Hi Allison,
 >
 > They towed the car, (jumping battery failed) and they had to put a dolly
 > on it bc the e brakes don't have mechanical failsafe to override.
 >
 > it should arrive at Larry h Miller within the next couple of hours,
 >
 > If you can let them (Larry h Miller) know to get it seen when they get a
 > chance I would much appreciate it, I've give them a call to let them know
 > it's my car that is arriving.
 >
 > Cheers [REDACTED]
 >
 > On Thu, Jul 21, 2022, 11:11 AM US Customer Care <
 > uscusomercare@fcagroup.com> wrote:
 >
 >> Hi [REDACTED]
 >>
 >> This is Allison from Stellantis Case Management, here is some helpful
 >> information for you to have for your case.
 >>
 >> If you have any questions please do not hesitate to call or reply to this
 >> email.
 >>
 >> My hours are Monday-Friday 11:30am-8pm Eastern Time.
 >>
 >> - Our contact phone number is 1-844-827-1926
 >> - My direct extension is 3026084
 >> - your case number [REDACTED]
 >>
 >> Regards,
 >>
 >> Allison
 >>
 >> Stellantis Case Management
 >>
 >>
 >> ref:_00Dj01qsDF_5003Z1ROz27:ref
 >>
 >

Date	07/26/2022	Subject	Re: case [REDACTED]	
From	uscusomercare@fcagroup.com	To	[REDACTED]@gmail.com	Sent Date/Time 07/26/2022 17:02 PM

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.