INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

> >>>> We'd like to start by thanking everyone at Chrysler, Farrish, and
> >>>> Maguire for working to help us deal with the breakdown of our brand
> new
> >>>> 2021 Pacifica Hybrid (VIN [redacted] Chrysler Case Manager
> Linda
> >>>> has been diligent and highly professional in keeping us informed
> throughout
> >>>> the process. Mark Johnson at Farrish in Fairfax, VA has also been
> helpful
> >>>> and supportive, and was able to expedite the rental car expenses we
> >>>> incurred. Dan Marks and John French at Maguire Service in Syracuse,
> NY have
> >>>> worked to find the diagnosis, and have also kept us informed all
> along the
> >>>> way.
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> >>>> As you know, we bought the vehicle from Farrish on May 6. On July 4,
> >>>> the car completely broke down while we were on a family trip out of
> state.
> >>>> It has been at the service center of the Maguire Chrysler Dodge Jeep
> >>>> dealership in Syracuse, NY for one month now. The car only had 1,100
> miles
> >>>> on it when it suddenly stopped on the middle of a dark highway. There
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> >>>> absolutely no prior warning that anything was wrong until it
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> >>>> and suddenly stopped. The breakdown occurred late on a holiday night
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> >>>> edge of cell phone network range on a remote section of an
> Interstate. This
> >>>> was terrifying, and caused extreme risk, fear, and anxiety for our
> family.
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> >>>> Fortunately we were able to get the car towed to Maguire, but it took
> >>>> weeks to get a diagnosis of the issue. Part acquisition and then
> mechanic
> >>>> glove acquisition have taken additional time, and still repairs
> haven t
> >>>> been made. Even when those do get made, we now have little confidence
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> >>>> the diagnosis given (battery heater) is the only issue.
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> >>>> hybrid battery and it uses this heater along with the vehicle s A/C
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> >>>> system shut down is a major safety failure in the design of the
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> >>>> Through our UConnect app, we also received numerous charge fault
> errors
> >>>> for many days following the breakdown, even when the Maguire mechanics
> >>>> weren t working on the car.
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> >>>> We purchased this car with safety and reliability as the top criteria,
> >>>> but now that both of those have proven to be unmet within two months
> of
> >>>> purchase. Regrettably, we would like to annul the purchase agreement
> and
> >>>> return the vehicle to Chrysler. The car was purchased through Chrysler
> >>>> Capital and we have made two payments thus far (totaling $1839.90).
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> >>>> put $10,000 down on the vehicle. We would like to return the car to
> >>>> Chrysler, have all monies returned, and the contract annulled
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> >>>> Whether this particular vehicle eventually gets recalled, or crosses
> >>>> the threshold to trigger Lemon Law covenants, the truth is that we no
> >>>> longer want a premium-level vehicle that ceased to operate
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> >>>> the lot and then still can't be repaired after a month in spite of
> >>>> admirable efforts from all involved.
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> >>>> We have learned that multiple earlier versions of this vehicle had
> >>>> notable and recurring electrical system issues that led to multiple
> >>>> recalls. Based on our personal issue, hearing from dealerships that
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> >>>> issue has been seen frequently, past history with this model, multiple
> >>>> complaints online about the same problem (including for the 2021
> model),
> >>>> etc., it's logical and reasonable to conclude that significant issues
> >>>> remain. We are not engineers, but failure to have an alert
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> >>>> We paid for a vehicle that does not meet expectations. Of course this
> >>>> was not your intention, but there is clearly some combination of
> >>>> engineering and/or manufacturing deficiencies.
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> >>>> We'd obviously like to conclude this swiftly and cordially, so please
> >>>> let us know how we can proceed with nullifying the contract and
> returning
> >>>> the car back to Chrysler.
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> >>>> Regards,
> >>>>
> >>>> [redacted]

> >>>>
> >>>>
> >>>> On Jul 19, 2021, at 11:35 AM, Chrysler Customer Care <
> >>>> chryslercustomercare@fcagroup.com> wrote:
> >>>>
> >>>>
> >>>>
> >>>> *Good morning Claire, My name is [redacted] and I have been assigned as
> your
> >>>> Case Manager. *
> >>>>
> >>>> *Here is some information that will be helpful for you to have:*
> >>>> *Your case number is [redacted]
> >>>> *The Stellantis Case Management telephone numbe [redacted] Standard Time Monday-Friday.
> *
> >>>>
> >>>>
> >>>> *Please don't hesitate to make contact if you have any questions or
> >>>> concerns. Thank you for your patience and co-operation! *
> >>>>
> >>>>
> >>>> Linda
> >>>> North East Case Manager
> [redacted]
> >>>>
> >>>>
> >>>>
> >>>
>
>

Date 08/11/2021 ***Subject*** Re: CHRYSLER Customer Care, Case [redacted]
From [redacted] ***To*** uscustomercare@fcagroup.com ***Sent Date/Time*** 08/11/2021 16:02 PM

Hi [redacted]
Just checking in. Any update on when we can expect to hear from the
Business Center on next steps?
Uconnect continued to send fault notifications yesterday as well.

Thanks again.
[redacted]

On Tue, Aug 10, 2021 at 11:52 AM [redacted] <[redacted] wrote:

> Thanks so much [redacted] Really appreciate all your work on this.
>
> Hopefully we'll hear back from the Business Center later today or
> tomorrow. (Is that a reasonable expectation?)
>
> Thanks again.
>
> [redacted]
>
>
> On Tue, Aug 10, 2021 at 11:34 AM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
>> Hello [redacted] [redacted]
>>
>> I am very sorry in the delay of my response and for the fact that my
>> voicemail message did not come through all the way.
>>
>> I was able to complete my analysis of the repair history of your 2021
>> CHRYSLER PACIFICA HYBRID LIMITED and I have escalated it up for review with
>> my Business Center. I am waiting to hear back from them before we know what
>> our next steps will be for your case.
>>
>> If it is easier/more efficient, I can keep you updated via email so that
>> I am able to keep you both in the loop.
>>
>> As soon as I receive a response from my Business Center I will let you
>> know.
>>
>> Thank you for your patience,
>> [redacted]
>> CHRYSLER Customer Retention Specialist
>>
>>
>> ---------- Original Message ----------
>> From [redacted]
>> Sent: 8/10/2021 11:21 AM
>> To [redacted].
>> Can we please try to connect today? It seems like they are still
>> attempting
>> to fix the car. Uconnect keeps sending (many) charging fault alerts (see
>> attached image from yesterday). Clearly progress is being attempted, but
>> it
>> still doesn't seem like we are moving forward.
>>
>> Again, we'd like to annul the purchase agreement immediately so we can all
>> move on from this.
>>
>> [image: image.png]
>>
>>

>> Thanks.
>>
>> [redacted]
>> 301-233-3084
>>
>>
>> On Mon, Aug 9, 2021 at 3:11 PM [redacted] wrote:
>>
>> > Hi [redacted]
>> > Thanks so much for calling us back. I tried reaching you back and left
>> you
>> > a VM.
>> >
>> > Unfortunately only part of your earlier voicemail message got through!
>> It
>> > stopped after you said that you went through the repair history and then
>> > submitted it to your Business Center for review, and then it cut off.
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>> > Can you please send us an email update or call me back so we can advance
>> > this today?
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>> > [redacted]
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>> > On Mon, Aug 9, 2021 at 10:37 AM [redacted]
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>> >> Hi [redacted]
>> >> Can we please get an update on our case number # [redacted]
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>> >> We are entering week 6 without our car, and are anxious to resolve the
>> >> issue. (Can you please copy both Claire and I on all communications?
>> >> Thanks!)
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>> >> We are more convinced than ever that this car should unfortunately be
>> >> taken back by Chrysler immediately. We'd like to please speak to
>> someone
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>> >> grateful for all the good efforts along the way, but we all need to
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>> >> that this car is not performing to any reasonable expectations.
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>> >> Thank you.
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>> >> [redacted]
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>> >>> Thank you for taking the time to contact CHRYSLER Customer Care. My
>> name
>> >>> is [redacted] and I am a Customer Retention Specialist. I have assumed
>> >>> ownership of your case, and will be partnering with your dealerships
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>> >>> Once I gather some additional details, I will follow up with you to
>> >>> provide any next steps and I will remain in contact with you
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>> >>> Should you have any questions before I reach out to you, please do not
>> >>> hesitate to contact me a [redacted] just reply to
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>> >>> For your reference, your case number is [redacted] I look forward to
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>> >>> Best wishes,
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>> [redacted]
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>> >>> On Mon, Aug 2, 2021 at 6:27 PM [redacted]
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>> >>>> Hi,
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>> >>>> We'd like to start by thanking everyone at Chrysler, [redacted] and
>> >>>> Maguire for working to help us deal with the breakdown of our brand
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>> Again, we'd like to annul the purchase agreement immediately so we can all
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>>
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>>
>> On Mon, Aug 9, 2021 at 3:11 PM [redacted]
>> > Thanks so much for calling us back. I tried reaching you back and left
>> you
>> > a VM.
>> >
>> > Unfortunately only part of your earlier voicemail message got through!
>> It
>> > stopped after you said that you went through the repair history and then
>> > submitted it to your Business Center for review, and then it cut off.
>> >
>> > Can you please send us an email update or call me back so we can advance
>> > this today?
>> > Thanks again.
>> >
>> > [redacted]
>> >
>> > On Mon, Aug 9, 2021 at 10:37 AM [redacted] >
>> wrote:
>> >
>> >>
>> >> Hi [redacted]
>> >> Can we please get an update on our case numbe [redacted]
>> >>
>> >> We are entering week 6 without our car, and are anxious to resolve the
>> >> issue. (Can you please copy both Claire and I on all communications?
>> >> Thanks!)
>> >>
>> >> We are more convinced than ever that this car should unfortunately be
>> >> taken back by Chrysler immediately. We'd like to please speak to
>> someone
>> >> today to determine next steps toward annulling the purchase contract.
>> >>
>> >> Again, we'd like to resolve this quickly and cordially, and we are
>> >> grateful for all the good efforts along the way, but we all need to
>> accept
>> >> that this car is not performing to any reasonable expectations.
>> >>
>> >> Thank you.
>> >>
>> > [redacted]
>> >>>
>> >>> Thank you for taking the time to contact CHRYSLER Customer Care. My
>> name
>> >>> is [redacted] and I am a Customer Retention Specialist. I have assumed
>> >>> ownership of your case, and will be partnering with your dealerships
>> >>> regarding your inquiry.
>> >>>
>> >>> Once I gather some additional details, I will follow up with you to
>> >>> provide any next steps and I will remain in contact with you
>> throughout the
>> >>> process.
>> >>>
>> >>> Should you have any questions before I reach out to you, please do not
>> >>> hesitate to contact me a [redacted] or just reply to
>> this
>> >>> email.
>> >>>
>> >>> For your reference, your case number is # [redacted] I look forward to
>> >>> working with you!
>> >>>
>> >>> Best wishes,
>> >>>
>> >>> [redacted]
>> >>>
>> >>>
>> >>>

>> >>>
>> >>>
>> >>> On Mon, Aug 2, 2021 at 6:27 PM [redacted]:
>> >>>
>> >>>> Hi,
>> >>>>
>> >>>> We'd like to start by thanking everyone at Chrysler, [redacted] and
>> >>>> [redacted] for working to help us deal with the breakdown of our brand
>> new
>> >>>> 2021 Pacifica Hybrid (VIN [redacted] Chrysler Case Manager
>> Linda
>> >>>> has been diligent and highly professional in keeping us informed
>> throughout
>> >>>> the [redacted], VA has also been
>> helpful
>> >>>> and supportive, and was able to expedite the rental car expenses we
>> >>>> incurred. [redacted] Service in Syracuse,
>> NY have
>> >>>> worked to find the diagnosis, and have also kept us informed all
>> along the
>> >>>> way.
>> >>>>
>> >>>> As you know, we bought the vehicle from Farrish on May 6. On July 4,
>> >>>> the car completely broke down while we were on a family trip out of
>> state.
>> >>>> It has been at the service center of the Maguire Chrysler Dodge Jeep
>> >>>> dealership in Syracuse, NY for one month now. The car only had 1,100
>> miles
>> >>>> on it when it suddenly stopped on the middle of a dark highway.
>> There was
>> >>>> absolutely no prior warning that anything was wrong until it
>> immediately
>> >>>> and suddenly stopped. The breakdown occurred late on a holiday night
>> at the
>> >>>> edge of cell phone network range on a remote section of an
>> Interstate. This
>> >>>> was terrifying, and caused extreme risk, fear, and anxiety for our
>> family.
>> >>>>
>> >>>> Fortunately we were able to get the car towed to Maguire, but it took
>> >>>> weeks to get a diagnosis of the issue. Part acquisition and then
>> mechanic
>> >>>> glove acquisition have taken additional time, and still repairs
>> haven't
>> >>>> been made. Even when those do get made, we now have little
>> confidence that
>> >>>> the diagnosis given (battery heater) is the only issue.
>> >>>>
>> >>>> We were told that the vehicle needs to control the temperature of the
>> >>>> hybrid battery and it uses this heater along with the vehicle's A/C
>> system
>> >>>> to do so. We can't understand why the car would not provide a system
>> alert
>> >>>> prior to shutting down. The failure to have an alert notification
>> before
>> >>>> system shut down is a major safety failure in the design of the
>> Pacifica
>> >>>> Hybrid.
>> >>>>
>> >>>> Through our UConnect app, we also received numerous charge fault
>> errors
>> >>>> for many days following the breakdown, even when the Maguire
>> mechanics
>> >>>> weren't working on the car.
>> >>>>
>> >>>> We purchased this car with safety and reliability as the top
>> criteria,
>> >>>> but now that both of those have proven to be unmet within two months
>> of
>> >>>> purchase. Regrettably, we would like to annul the purchase agreement
>> and
>> >>>> return the vehicle to Chrysler. The car was purchased through
>> Chrysler
>> >>>> Capital and we have made two payments thus far (totaling $1839.90).
>> We also
>> >>>> put $10,000 down on the vehicle. We would like to return the car to
>> >>>> Chrysler, have all monies returned, and the contract annulled
>> immediately.
>> >>>>
>> >>>> Whether this particular vehicle eventually gets recalled, or crosses
>> >>>> the threshold to trigger Lemon Law covenants, the truth is that we no
>> >>>> longer want a premium-level vehicle that ceased to operate
>> essentially off
>> >>>> the lot and then still can't be repaired after a month in spite of
>> >>>> admirable efforts from all involved.
>> >>>>
>> >>>> We have learned that multiple earlier versions of this vehicle had
>> >>>> notable and recurring electrical system issues that led to multiple
>> >>>> recalls. Based on our personal issue, hearing from dealerships that
>> this
>> >>>> issue has been seen frequently, past history with this model,
>> multiple
>> >>>> complaints online about the same problem (including for the 2021
>> model),
>> >>>> etc., it's logical and reasonable to conclude that significant issues
>> >>>> remain. We are not engineers, but failure to have an alert
>> notification
>> >>>> before system shut down at high speed is a major safety failure in
>> the
>> >>>> design of the Pacifica Hybrid.
>> >>>>
>> >>>> We paid for a vehicle that does not meet expectations. Of course this
>> >>>> was not your intention, but there is clearly some combination of
>> >>>> engineering and/or manufacturing deficiencies.
>> >>>>

>> >>>> We'd obviously like to conclude this swiftly and cordially, so please
>> >>>> let us know how we can proceed with nullifying the contract and
>> returning
>> >>>> the car back to Chrysler.
>> >>>>
>> >>>> Regards,
>> [redacted]
>> >>>>
>> >>>>
>> >>>>
>> >>>> *Good morning [redacted] My name is Linda and I have been assigned as
>> your
>> >>>> Case Manager. *
>> >>>>
>> >>>> *Here is some information that will be helpful for you to have:*
>> >>>> [redacted]
>> >>>> *My work hours are: 8:00-4:30 pm Eastern Standard Time
>> Monday-Friday. *
>> >>>>
>> >>>>
>> >>>> *Please don't hesitate to make contact if you have any questions or
>> >>>> concerns. Thank you for your patience and co-operation! *
>> >>>>
>> >>>>
>> [redacted]
>> >>>>
>> >>>> [redacted]
>> >>>>
>> >>>>
>> >>>
>>
>>

Date 08/19/2021 ***Subject*** Re: CHRYSLER Customer Care, Case [redacted]
From uscustomercare@fcagroup.com ***To*** uscustomercare@fcagroup.com ***Sent Date/Time*** 08/19/2021 14:52 PM

Dear [redacted] ,

Thank you for speaking with me today in regards to the repurchase of your 2021 CHRYSLER PACIFICA HYBRID LIMITED. As discussed, a new case will be opened with our Reacquired Vehicle Team and your new Case Manager will be reaching out to you in the next few business days.

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

A copy of the driver s license(s) of all titled owners
A copy of the vehicle registration
Front and back of the title application (except CA) (if not in your possession, the lienholder can provide this to you); or a clean title (if no lien)
Bill of sale (buyer s order and / or finance contract)
Payment history from your lienholder, detailing payment amounts and amounts going to principle and interest
A written lienholder payoff statement which includes the following: a 10-day payoff amount with a daily interest rate (per diem) and good-through date, account number, collateral information, and overnight payoff address

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

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

It has been a pleasure working with you!

Thank you,

[redacted]
Customer Retention Specialist

---------- Original Message ----------
[redacted]

I do not have a firm ETA on when a response will be provided. I sent a follow up to them again today requesting a response. When I receive anything back I will definitely reach out to you.

Thank you,
[redacted]
CHRYSLER Customer Retention Specialist

---------- Original Message ----------
[redacted]
Just checking in. Any update on when we can expect to hear from the

Business Center on next steps?
Uconnect continued to send fault notifications yesterday as well.

Thanks again.
[redacted]

On Tue, Aug 10, 2021 at 11:52 AM [redacted]

> Thanks so much [redacted] Really appreciate all your work on this.
>
> Hopefully we'll hear back from the Business Center later today or
> tomorrow. (Is that a reasonable expectation?)
>
> Thanks again.
>
> [redacted]
>
>
> On Tue, Aug 10, 2021 at 11:34 AM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
>> Hello [redacted]
>>
>> I am very sorry in the delay of my response and for the fact that my
>> voicemail message did not come through all the way.
>>
>> I was able to complete my analysis of the repair history of your 2021
>> CHRYSLER PACIFICA HYBRID LIMITED and I have escalated it up for review with
>> my Business Center. I am waiting to hear back from them before we know what
>> our next steps will be for your case.
>>
>> If it is easier/more efficient, I can keep you updated via email so that
>> I am able to keep you both in the loop.
>>
>> As soon as I receive a response from my Business Center I will let you
>> know.
>>
>> Thank you for your patience,
>> [redacted]
>> CHRYSLER Customer Retention Specialist
>>
>>
>> ---------- Original Message ----------
>> [redacted]
>> Can we please try to connect today? It seems like they are still
>> attempting
>> to fix the car. Uconnect keeps sending (many) charging fault alerts (see
>> attached image from yesterday). Clearly progress is being attempted, but
>> it
>> still doesn't seem like we are moving forward.
>>
>> Again, we'd like to annul the purchase agreement immediately so we can all
>> move on from this.
>>
>> [image: image.png]
>>
>>
>> Thanks.
>>
>> [redacted]
>> 301-233-3084
>>
>>
>> On Mon, Aug 9, 2021 at 3:11 PM [redacted]
>>
>> > Hi [redacted]
>> > Thanks so much for calling us back. I tried reaching you back and left
>> you
>> > a VM.
>> >
>> > Unfortunately only part of your earlier voicemail message got through!
>> It
>> > stopped after you said that you went through the repair history and then
>> > submitted it to your Business Center for review, and then it cut off.
>> >
>> > Can you please send us an email update or call me back so we can advance
>> > this today?
>> > Thanks again.
>> >
>> > Paul
>> >
>> > On Mon, Aug 9, 2021 at 10:37 AM [redacted]
>> wrote:
>> >
>> >>
>> >> Hi Krista,
>> >> Can we please get an update on our case number [redacted]
>> >>
>> >> We are entering week 6 without our car, and are anxious to resolve the
>> >> issue. (Can you please copy both Claire and I on all communications?
>> >> Thanks!)
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>> >> We are more convinced than ever that this car should unfortunately be
>> >> taken back by Chrysler immediately. We'd like to please speak to
>> someone
>> >> today to determine next steps toward annulling the purchase contract.
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>> >> Again, we'd like to resolve this quickly and cordially, and we are

>> >> grateful for all the good efforts along the way, but we all need to
>> accept
>> >> that this car is not performing to any reasonable expectations.
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>> >> Thank you.
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>> >> [redacted]
>> >>>
>> >>> Thank you for taking the time to contact CHRYSLER Customer Care. My
>> name
>> >>> is [redacted] and I am a Customer Retention Specialist. I have assumed
>> >>> ownership of your case, and will be partnering with your dealerships
>> >>> regarding your inquiry.
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>> >>> Once I gather some additional details, I will follow up with you to
>> >>> provide any next steps and I will remain in contact with you
>> throughout the
>> >>> process.
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>> >>> Should you have any questions before I reach out to you, please do not
>> >>> hesitate to contact me at [redacted] just reply to
>> this
>> >>> email.
>> >>>
>> >>> For your reference, your case number is #[redacted] I look forward to
>> >>> working with you!
>> >>>
>> >>> Best wishes,
>> >>>
>> >>> [redacted]
>> >>> CHRYSLER Customer Retention Specialist
>> >>>
>> >>> [redacted]
>> >>>
>> >>>
>> >>>
>> >>>
>> >>>
>> >>> On Mon, Aug 2, 2021 at 6:27 PM [redacted]
>> >>>
>> >>>> Hi,
>> >>>>
>> >>>> We'd like to start by thanking everyone at Chrysler, Farrish, and
>> >>>> Maguire for working to help us deal with the breakdown of our brand
>> new
>> >>>> 2021 Pacifica Hybrid (VIN [redacted] Chrysler Case Manager
>> Linda
>> >>>> has been diligent and highly professional in keeping us informed
>> throughout
>> >>>> the process. [redacted], VA has also been
>> helpful
>> >>>> and supportive, and was able to expedite the rental car expenses we
>> >>>> incurred. [redacted] Maguire Service in Syracuse,
>> NY have
>> >>>> worked to find the diagnosis, and have also kept us informed all
>> along the
>> >>>> way.
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>> >>>> As you know, we bought the vehicle from Farrish on May 6. On July 4,
>> >>>> the car completely broke down while we were on a family trip out of
>> state.
>> >>>> It has been at the service center of the Maguire Chrysler Dodge Jeep
>> >>>> dealership in Syracuse, NY for one month now. The car only had 1,100
>> miles
>> >>>> on it when it suddenly stopped on the middle of a dark highway.
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>> >>>> absolutely no prior warning that anything was wrong until it
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>> >>>> and suddenly stopped. The breakdown occurred late on a holiday night
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>> >>>> edge of cell phone network range on a remote section of an
>> Interstate. This
>> >>>> was terrifying, and caused extreme risk, fear, and anxiety for our
>> family.
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>> >>>> Fortunately we were able to get the car towed to Maguire, but it took
>> >>>> weeks to get a diagnosis of the issue. Part acquisition and then
>> mechanic
>> >>>> glove acquisition have taken additional time, and still repairs
>> haven't
>> >>>> been made. Even when those do get made, we now have little
>> confidence that
>> >>>> the diagnosis given (battery heater) is the only issue.
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>> >>>> We were told that the vehicle needs to control the temperature of the
>> >>>> hybrid battery and it uses this heater along with the vehicle's A/C
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>> >>>> to do so. We can't understand why the car would not provide a system
>> alert
>> >>>> prior to shutting down. The failure to have an alert notification
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>> >>>> system shut down is a major safety failure in the design of the
>> Pacifica
>> >>>> Hybrid.
>> >>>>

>> >>>> Through our UConnect app, we also received numerous charge fault
>> errors
>> >>>> for many days following the breakdown, even when the Maguire
>> mechanics
>> >>>> weren't working on the car.
>> >>>>
>> >>>> We purchased this car with safety and reliability as the top
>> criteria,
>> >>>> but now that both of those have proven to be unmet within two months
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>> >>>> purchase. Regrettably, we would like to annul the purchase agreement
>> and
>> >>>> return the vehicle to Chrysler. The car was purchased through
>> Chrysler
>> >>>> Capital and we have made two payments thus far (totaling $1839.90).
>> We also
>> >>>> put $10,000 down on the vehicle. We would like to return the car to
>> >>>> Chrysler, have all monies returned, and the contract annulled
>> immediately.
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>> >>>> Whether this particular vehicle eventually gets recalled, or crosses
>> >>>> the threshold to trigger Lemon Law covenants, the truth is that we no
>> >>>> longer want a premium-level vehicle that ceased to operate
>> essentially off
>> >>>> the lot and then still can't be repaired after a month in spite of
>> >>>> admirable efforts from all involved.
>> >>>>
>> >>>> We have learned that multiple earlier versions of this vehicle had
>> >>>> notable and recurring electrical system issues that led to multiple
>> >>>> recalls. Based on our personal issue, hearing from dealerships that
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>> >>>> issue has been seen frequently, past history with this model,
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>> >>>> complaints online about the same problem (including for the 2021
>> model),
>> >>>> etc., it's logical and reasonable to conclude that significant issues
>> >>>> remain. We are not engineers, but failure to have an alert
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>> >>>> design of the Pacifica Hybrid.
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>> >>>> We paid for a vehicle that does not meet expectations. Of course this
>> >>>> was not your intention, but there is clearly some combination of
>> >>>> engineering and/or manufacturing deficiencies.
>> >>>>
>> >>>> We'd obviously like to conclude this swiftly and cordially, so please
>> >>>> let us know how we can proceed with nullifying the contract and
>> returning
>> >>>> the car back to Chrysler.
>> >>>>
>> >>>> Regards,
>> >>>>
>> >>>> [redacted]
>> >>>>
>> >>>>
>> >>>>
>> >>>>
>> >>>> On Jul 19, 2021, at 11:35 AM, Chrysler Customer Care <
>> >>>> chryslercustomercare@fcagroup.com> wrote:
>> >>>>
>> >>>>
>> >>>>
>> >>>> *Good morning [redacted] My name is [redacted] and I have been assigned as
>> your
>> >>>> Case Manager. *
>> >>>>
>> >>>> *Here is some information that will be helpful for you to have:*
>> >>>> [redacted]
>> >>>> *My work hours are: 8:00-4:30 pm Eastern Standard Time
>> Monday-Friday. *
>> >>>>
>> >>>>
>> >>>> *Please don't hesitate to make contact if you have any questions or
>> >>>> concerns. Thank you for your patience and co-operation! *
>> >>>>
>> >>>>
>> >>>> [redacted]
>> >>>> North East Case Manager
>> >>> [redacted]
>> >>>>
>> >>>>
>> >>>>
>> >>>
>>
>>

Date 08/19/2021 ***Subject*** Re: CHRYSLER Customer Care, Case [redacted]
From uscustomercare@fcagroup.com ***To*** uscustomercare@fcagroup.com ***Sent Date/Time*** 08/19/2021 14:52 PM

Dear PAUL & CLAIRE,

Thank you for speaking with me today in regards to the repurchase of your 2021 CHRYSLER PACIFICA HYBRID LIMITED. As discussed, a new case will be opened with our Reacquired Vehicle Team and your new Case Manager will be reaching out to you in the next few business days.

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

A copy of the driver's license(s) of all titled owners

A copy of the vehicle registration
Front and back of the title application (except CA) (if not in your possession, the lienholder can provide this to you); or a clean title (if no lien)
Bill of sale (buyer's order and / or finance contract)
Payment history from your lienholder, detailing payment amounts and amounts going to principle and interest
A written lienholder payoff statement which includes the following: a 10-day payoff amount with a daily interest rate (per diem) and good-through date, account number, collateral information, and overnight payoff address

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

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

It has been a pleasure working with you!

Thank you,

[redacted]
Customer Retention Specialist

---------- Original Message ----------
[redacted]

I do not have a firm ETA on when a response will be provided. I sent a follow up to them again today requesting a response. When I receive anything back I will definitely reach out to you.

Thank you,
[redacted]
CHRYSLER Customer Retention Specialist

---------- Original Message ----------
[redacted].com
Cc: cocciole@gmail.com
Subject: Re: CHRYSLER [redacted]

Hi [redacted]
Just checking in. Any update on when we can expect to hear from the
Business Center on next steps?
Uconnect continued to send fault notifications yesterday as well.

Thanks again.
[redacted]

On Tue, Aug 10, 2021 at 11:52 AM [redacted]:

> Thanks so much Krista. Really appreciate all your work on this.
>
> Hopefully we'll hear back from the Business Center later today or
> tomorrow. (Is that a reasonable expectation?)
>
> Thanks again.
>
> [redacted]
>
>
> On Tue, Aug 10, 2021 at 11:34 AM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
>> Hello [redacted]
>>
>> I am very sorry in the delay of my response and for the fact that my
>> voicemail message did not come through all the way.
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>> I was able to complete my analysis of the repair history of your 2021
>> CHRYSLER PACIFICA HYBRID LIMITED and I have escalated it up for review with
>> my Business Center. I am waiting to hear back from them before we know what
>> our next steps will be for your case.
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>> If it is easier/more efficient, I can keep you updated via email so that
>> I am able to keep you both in the loop.
>>
>> As soon as I receive a response from my Business Center I will let you
>> know.
>>
>> Thank you for your patience,
>> [redacted]
>> CHRYSLER Customer Retention Specialist
>>
>>
>> [redacted]
>> Can we please try to connect today? It seems like they are still
>> attempting
>> to fix the car. Uconnect keeps sending (many) charging fault alerts (see
>> attached image from yesterday). Clearly progress is being attempted, but
>> it
>> still doesn't seem like we are moving forward.
>>
>> Again, we'd like to annul the purchase agreement immediately so we can all

>> move on from this.
>>
>> [image: image.png]
>>
>>
>> Thanks.
>>
>> [redacted]
[redacted]
>>
>>
>> On Mon, Aug 9, 2021 at 3:11 PM [redacted] :
>>
>> > Hi [redacted]
>> > Thanks so much for calling us back. I tried reaching you back and left
>> you
>> > a VM.
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>> > Unfortunately only part of your earlier voicemail message got through!
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>> > stopped after you said that you went through the repair history and then
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>> > [redacted]
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>> > On Mon, Aug 9, 2021 at 10:37 AM [redacted] >
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>> >> Hi [redacted]
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>> >> issue. (Can you please copy both Claire and I on all communications?
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>> >> that this car is not performing to any reasonable expectations.
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>> >>
>> >> [redacted] ole
>> [redacted]
>> >>
>> >>
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>> >>> Thank you for taking the time to contact CHRYSLER Customer Care. My
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>> >>> hesitate to contact me at [redacted] r just reply to
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>> >>> email.
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>> >>> For your reference, your case number is # [redacted] I look forward to
>> >>> working with you!
>> >>>
>> >>> Best wishes,
>> >>>
>> >>> [redacted]
>> >>> CHRYSLER Customer Retention Specialist
>> >>>
>> >>> [redacted]
>> >>>
>> >>>
>> >>>
>> >>>
>> >>>
>> >>> On Mon, Aug 2, 2021 at 6:27 PM [redacted] :
>> >>>
>> >>>> Hi,
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>> >>>> We'd like to start by thanking everyone at Chrysler, [redacted] and
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>> >>>> 2021 Pacifica Hybrid (VIN [redacted] Chrysler Case Manager
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>> >>>> has been diligent and highly professional in keeping us informed
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>> >>>> the process. [redacted] VA has also been
>> helpful
>> >>>> and supportive, and was able to expedite the rental car expenses we
>> >>>> incurred [redacted] Maguire Service in Syracuse,
>> NY have
>> >>>> worked to find the diagnosis, and have also kept us informed all
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>> >>>> As you know, we bought the vehicle from Farrish on May 6. On July 4,
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>> >>>> It has been at the service center of the Maguire Chrysler Dodge Jeep
>> >>>> dealership in Syracuse, NY for one month now. The car only had 1,100
>> miles
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>> >>>> absolutely no prior warning that anything was wrong until it
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>> >>>> was terrifying, and caused extreme risk, fear, and anxiety for our
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>> >>>> weren't working on the car.
>> >>>>
>> >>>> We purchased this car with safety and reliability as the top
>> criteria,
>> >>>> but now that both of those have proven to be unmet within two months
>> of
>> >>>> purchase. Regrettably, we would like to annul the purchase agreement
>> and
>> >>>> return the vehicle to Chrysler. The car was purchased through
>> Chrysler
>> >>>> Capital and we have made two payments thus far (totaling $1839.90).
>> We also
>> >>>> put $10,000 down on the vehicle. We would like to return the car to
>> >>>> Chrysler, have all monies returned, and the contract annulled
>> immediately.
>> >>>>
>> >>>> Whether this particular vehicle eventually gets recalled, or crosses
>> >>>> the threshold to trigger Lemon Law covenants, the truth is that we no
>> >>>> longer want a premium-level vehicle that ceased to operate
>> essentially off
>> >>>> the lot and then still can't be repaired after a month in spite of
>> >>>> admirable efforts from all involved.
>> >>>>
>> >>>> We have learned that multiple earlier versions of this vehicle had
>> >>>> notable and recurring electrical system issues that led to multiple
>> >>>> recalls. Based on our personal issue, hearing from dealerships that
>> this
>> >>>> issue has been seen frequently, past history with this model,
>> multiple
>> >>>> complaints online about the same problem (including for the 2021
>> model),
>> >>>> etc., it's logical and reasonable to conclude that significant issues
>> >>>> remain. We are not engineers, but failure to have an alert
>> notification
>> >>>> before system shut down at high speed is a major safety failure in
>> the
>> >>>> design of the Pacifica Hybrid.
>> >>>>
>> >>>> We paid for a vehicle that does not meet expectations. Of course this
>> >>>> was not your intention, but there is clearly some combination of
>> >>>> engineering and/or manufacturing deficiencies.
>> >>>>
>> >>>> We'd obviously like to conclude this swiftly and cordially, so please
>> >>>> let us know how we can proceed with nullifying the contract and
>> returning
>> >>>> the car back to Chrysler.
>> >>>>
>> >>>> Regards,
>> >>>>
>> [redacted]
>> >>>>
>> >>>>
>> >>>>
>> >>>>

>> >>>> On Jul 19, 2021, at 11:35 AM, Chrysler Customer Care <
>> >>>> chryslercustomercare@fcagroup.com> wrote:
>> >>>>
>> >>>>
>> >>>>
>> >>>> *Good morning Claire, My name is [redacted] and I have been assigned as
>> your
>> >>>> Case Manager. *
>> >>>>
>> >>>> *Here is some information that will be helpful for you to have:*
>> >>>> *Your case number is [redacted]
>> >>>> *The Stellantis Case Management telephone number is: [redacted]
>> >>>> *My direct extension: [redacted]
>> >>>> *My work hours are: 8:00-4:30 pm Eastern Standard Time
>> Monday-Friday. *
>> >>>>
>> >>>>
>> >>>> *Please don't hesitate to make contact if you have any questions or
>> >>>> concerns. Thank you for your patience and co-operation! *
>> >>>>
>> >>>> [redacted]
>> >>>>
>> >>>>
>> >>>>
>> >>>>
>> >>>>
>> >>>>
>> >>>>
>> >>>
>>
>>

Date	08/19/2021	Subject	Re: CHRYSLER Customer Care, Case [redacted]		
Fro[redacted]	fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	08/19/2021 14:52 PM

Dea[redacted]

Thank you for speaking with me today in regards to the repurchase of your 2021 CHRYSLER PACIFICA HYBRID LIMITED. As discussed, a new case will be opened with our Reacquired Vehicle Team and your new Case Manager will be reaching out to you in the next few business days.

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

A copy of the driver's license(s) of all titled owners
A copy of the vehicle registration
Front and back of the title application (except CA) (if not in your possession, the lienholder can provide this to you); or a clean title (if no lien)
Bill of sale (buyer's order and / or finance contract)
Payment history from your lienholder, detailing payment amounts and amounts going to principle and interest
A written lienholder payoff statement which includes the following: a 10-day payoff amount with a daily interest rate (per diem) and good-through date, account number, collateral information, and overnight payoff address

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

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

It has been a pleasure working with you!

Thank you,

[redacted] Retention Specialist [redacted]

I do not have a firm ETA on when a response will be provided. I sent a follow up to them again today requesting a response. When I receive anything back I will definitely reach out to you.

Thank you,
[redacted]
CHRYSLER Customer Retention Specialist

[redacted]

Hi [redacted]
Just checking in. Any update on when we can expect to hear from the
Business Center on next steps?
Uconnect continued to send fault notifications yesterday as well.

Thanks again.
[redacted]

On Tue, Aug 10, 2021 at 11:52 AM [redacted]

> Thanks so much [redacted] Really appreciate all your work on this.
>
> Hopefully we'll hear back from the Business Center later today or
> tomorrow. (Is that a reasonable expectation?)

>
> Thanks again.
>
> [redacted]
>
>
> On Tue, Aug 10, 2021 at 11:34 AM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
>> Hello [redacted]
>>
>> I am very sorry in the delay of my response and for the fact that my
>> voicemail message did not come through all the way.
>>
>> I was able to complete my analysis of the repair history of your 2021
>> CHRYSLER PACIFICA HYBRID LIMITED and I have escalated it up for review with
>> my Business Center. I am waiting to hear back from [redacted] next steps will be for your case.
>>
>> If it is easier/more efficient, I can keep you updated via email so that
>> I am able to keep you both in the loop.
>>
>> As soon as I receive a response from my Business Center I will let you
>> know.
>>
>> Thank you for your patience,
>> [redacted]
>> CHRYSLER Customer Retention Specialist
>>
>>
>> ---------- Original Message ----------
>> [redacted]
>> Can we please try to connect today? It seems like they are still
>> attempting
>> to fix the car. Uconnect keeps sending (many) charging fault alerts (see
>> attached image from yesterday). Clearly progress is being attempted, but
>> it
>> still doesn't seem like we are moving forward.
>>
>> Again, we'd like to annul the purchase agreement immediately so we can all
>> move on from this.
>>
>> [image: image.png]
>>
>> [redacted]
>>
>>
>> On Mon, Aug 9, 2021 at 3:11 [redacted]
>>
>> > Hi [redacted]
>> > Thanks so much for calling us back. I tried reaching you back and left
>> you
>> > a VM.
>> >
>> > Unfortunately only part of your earlier voicemail message got through!
>> It
>> > stopped after you said that you went through the repair history and then
>> > submitted it to your Business Center for review, and then it cut off.
>> >
>> > Can you please send us an email update or call me back so we can advance
>> > this today?
>> > Thanks again.
>> >
>> > [redacted]
>> >
>> > On Mon, Aug 9, 2021 at 10:37 AM [redacted]
>> wrote:
>> >
>> >>
>> >> Hi [redacted]
>> >> Can we please get an update on our case number [redacted]
>> >>
>> >> We are entering week 6 without our car, and are anxious to resolve the
>> >> issue. (Can you please copy both Claire and I on all communications?
>> >> Thanks!)
>> >>
>> >> We are more convinced than ever that this car should unfortunately be
>> >> taken back by Chrysler immediately. We'd like to please speak to
>> someone
>> >> today to determine next steps toward annulling the purchase contract.
>> >>
>> >> Again, we'd like to resolve this quickly and cordially, and we are
>> >> grateful for all the good efforts along the way, but we all need to
>> accept
>> >> that this car is not performing to any reasonable expectations.
>> >>
>> >> Thank you.
>> >>
>> >> [redacted]
>> >>
>> >>
>> >> [redacted]

>> [redacted]
>> >>>
>> >>> Thank you for taking the time to contact CHRYSLER Customer Care. My
>> name
>> >>> is [redacted] and I am a Customer Retention Specialist. I have assumed
>> >>> ownership of your case, and will be partnering with your dealerships
>> >>> regarding your inquiry.
>> >>>
>> >>> Once I gather some additional details, I will follow up with you to
>> >>> provide any next steps and I will remain in contact with you
>> throughout the
>> >>> process.
>> >>>
>> >>> Should you have any questions before I reach out to you, please do not
>> >>> hesitate to contact me at [redacted] or just reply to
>> this
>> >>> email.
>> >>>
>> >>> For your reference, your case number is [redacted]. I look forward to
>> >>> working with you!
>> >>>
>> >>> Best wishes,
>> >>>
>> >>> [redacted]
>> >>> C[redacted]
>> >>>
>> >>>
>> >>>
>> >>>
>> >>>
>> >>> On Mon, Aug 2, 2021 at 6:27 PM C[redacted]:
>> >>>
>> >>>> Hi,
>> >>>>
>> >>>> We'd like to start by thanking everyone at Chrysler, Farrish, and
>> >>>> Maguire for working to help us deal with the breakdown of our brand
>> new
>> >>>> 2021 Pacifica Hybrid (VIN [redacted] Chrysler Case Manager
>> Linda
>> >>>> has been diligent and highly professional in keeping us informed
>> throughout
>> >>>> the process. [redacted] at Farrish in Fairfax, VA has also been
>> helpful
>> >>>> and supportive, and was able to expedite the rental car expenses we
>> >>>> incurred. [redacted] at Maguire Service in Syracuse,
>> NY have
>> >>>> worked to find the diagnosis, and have also kept us informed all
>> along the
>> >>>> way.
>> >>>>
>> >>>> As you know, we bought the vehicle from Farrish on May 6. On July 4,
>> >>>> the car completely broke down while we were on a family trip out of
>> state.
>> >>>> It has been at the service center of the Maguire Chrysler Dodge Jeep
>> >>>> dealership in Syracuse, NY for one month now. The car only had 1,100
>> miles
>> >>>> on it when it suddenly stopped on the middle of a dark highway.
>> There was
>> >>>> absolutely no prior warning that anything was wrong until it
>> immediately
>> >>>> and suddenly stopped. The breakdown occurred late on a holiday night
>> at the
>> >>>> edge of cell phone network range on a remote section of an
>> Interstate. This
>> >>>> was terrifying, and caused extreme risk, fear, and anxiety for our
>> family.
>> >>>>
>> >>>> Fortunately we were able to get the car towed to Maguire, but it took
>> >>>> weeks to get a diagnosis of the issue. Part acquisition and then
>> mechanic
>> >>>> glove acquisition have taken additional time, and still repairs
>> haven't
>> >>>> been made. Even when those do get made, we now have little
>> confidence that
>> >>>> the diagnosis given (battery heater) is the only issue.
>> >>>>
>> >>>> We were told that the vehicle needs to control the temperature of the
>> >>>> hybrid battery and it uses this heater along with the vehicle's A/C
>> system
>> >>>> to do so. We can't understand why the car would not provide a system
>> alert
>> >>>> prior to shutting down. The failure to have an alert notification
>> before
>> >>>> system shut down is a major safety failure in the design of the
>> Pacifica
>> >>>> Hybrid.
>> >>>>
>> >>>> Through our UConnect app, we also received numerous charge fault
>> errors
>> >>>> for many days following the breakdown, even when the Maguire
>> mechanics
>> >>>> weren't working on the car.
>> >>>>
>> >>>> We purchased this car with safety and reliability as the top
>> criteria,
>> >>>> but now that both of those have proven to be unmet within two months
>> of
>> >>>> purchase. Regrettably, we would like to annul the purchase agreement
>> and
>> >>>> return the vehicle to Chrysler. The car was purchased through

>> Chrysler
>> >>>> Capital and we have made two payments thus far (totaling $1839.90).
>> We also
>> >>>> put $10,000 down on the vehicle. We would like to return the car to
>> >>>> Chrysler, have all monies returned, and the contract annulled
>> immediately.
>> >>>>
>> >>>> Whether this particular vehicle eventually gets recalled, or crosses
>> >>>> the threshold to trigger Lemon Law covenants, the truth is that we no
>> >>>> longer want a premium-level vehicle that ceased to operate
>> essentially off
>> >>>> the lot and then still can't be repaired after a month in spite of
>> >>>> admirable efforts from all involved.
>> >>>>
>> >>>> We have learned that multiple earlier versions of this vehicle had
>> >>>> notable and recurring electrical system issues that led to multiple
>> >>>> recalls. Based on our personal issue, hearing from dealerships that
>> this
>> >>>> issue has been seen frequently, past history with this model,
>> multiple
>> >>>> complaints online about the same problem (including for the 2021
>> model),
>> >>>> etc., it's logical and reasonable to conclude that significant issues
>> >>>> remain. We are not engineers, but failure to have an alert
>> notification
>> >>>> before system shut down at high speed is a major safety failure in
>> the
>> >>>> design of the Pacifica Hybrid.
>> >>>>
>> >>>> We paid for a vehicle that does not meet expectations. Of course this
>> >>>> was not your intention, but there is clearly some combination of
>> >>>> engineering and/or manufacturing deficiencies.
>> >>>>
>> >>>> We'd obviously like to conclude this swiftly and cordially, so please
>> >>>> let us know how we can proceed with nullifying the contract and
>> returning
>> >>>> the car back to Chrysler.
>> >>>>
>> >>>> Regards,
>> >>>>
>> >>>> [redacted]
>> >>>>
>> >>>>
>> >>>>
>> >>>> On Jul 19, 2021, at 11:35 AM, Chrysler Customer Care <
>> >>>> chryslercustomercare@fcagroup.com> wrote:
>> >>>>
>> >>>>
>> >>>>
>> >>>> *Good morning Claire, My name is [redacted] and I have been assigned as
>> your
>> >>>> Case Manager. *
>> >>>>
>> >>>> *Here is some information that will be helpful for you to have:*
>> >> [redacted]
>> >>>> *My work hours are: 8:00-4:30 pm Eastern Standard Time
>> Monday-Friday. *
>> >>>>
>> >>>>
>> >>>> *Please don't hesitate to make contact if you have any questions or
>> >>>> concerns. Thank you for your patience and co-operation! *
>> >>>>
>> [redacted]
>> >>>>
>> >>>>
>> >>>>
>> >>>
>>
>>

Date	[redacted]
From	[redacted] 1 19:39 PM

Hi Krista,

Thank you for your message and thank you for all of your help throughout this process. We really appreciate it.

Thanks,
Claire

> On Aug 19, 2021, at 10:52 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Dear [redacted]
>
> Thank you for speaking with me today in regards to the repurchase of your 2021 CHRYSLER PACIFICA HYBRID LIMITED. As discussed, a new case will be opened with our Reacquired Vehicle Team and your new Case Manager will be reaching out to you in the next few business days.
>
> Your new Case Manager will discuss the process of your repurchase in more detail, however, if you d like to start gathering the documentation listed below, this will help progress your case more quickly. The following documentation will be needed for your repurchase:
>
> A copy of the driver s license(s) of all titled owners
> A copy of the vehicle registration
> Front and back of the title application (except CA) (if not in your possession, the lienholder can provide this to you); or a clean title (if no lien)
> Bill of sale (buyer s order and / or finance contract)
> Payment history from your lienholder, detailing payment amounts and amounts going to principle and interest

> A written lienholder payoff statement which includes the following: a 10-day payoff amount with a daily interest rate (per diem) and good-through date, account number, collateral information, and overnight payoff address
>
> I will keep an eye out for your new case to be opened. Once I see that your new Case Manager has made contact, I do have to close our case to allow you to continue working with them. However, please feel free to contact me directly any time you have questions or concerns, at [redacted]
>
> Additionally, you may receive a follow up phone call or email, with a brief survey, to share your experience with me.
>
> It has been a pleasure working with you!
>
> Thank you,
>
[redacted]
> Customer Retention Specialist
>
>
>
> ---------- Original Message ----------
[redacted]
>
> I do not have a firm ETA on when a response will be provided. I sent a follow up to them again today requesting a response. When I receive anything back I will definitely reach out to you.
>
> Thank you,
> [redacted]
> CHRYSLER Customer Retention Specialist
>
> [redacted]:ref]
>
> Hi [redacted]
> Just checking in. Any update on when we can expect to hear from the
> Business Center on next steps?
> Uconnect continued to send fault notifications yesterday as well.
>
> Thanks again.
> [redacted]
>
>
> On Tue, Aug 10, 2021 at 11:52 AM [redacted]
>
> > Thanks so much [redacted] Really appreciate all your work on this.
> >
> > Hopefully we'll hear back from the Business Center later today or
> > tomorrow. (Is that a reasonable expectation?)
> >
> > Thanks again.
> >
> > [redacted]
> >
> >
> > On Tue, Aug 10, 2021 at 11:34 AM US Customer Care <
> > uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>> wrote:
> >
> >> Hello [redacted]
> >>
> >> I am very sorry in the delay of my response and for the fact that my
> >> voicemail message did not come through all the way.
> >>
> >> I was able to complete my analysis of the repair history of your 2021
> >> CHRYSLER PACIFICA HYBRID LIMITED and I have escalated it up for review with
> >> my Business Center. I am waiting to hear back from them before we know what
> >> our next steps will be for your case.
> >>
> >> If it is easier/more efficient, I can keep you updated via email so that
> >> I am able to keep you both in the loop.
> >>
> >> As soon as I receive a response from my Business Center I will let you
> >> know.
> >>
> >> Thank you for your patience,
> >> [redacted]
> >> CHRYSLER Customer Retention Specialist
> >>
> >>
> >> ---------- Original Message ----------
> >> [redacted]
> >> Can we please try to connect today? It seems like they are still
> >> attempting
> >> to fix the car. Uconnect keeps sending (many) charging fault alerts (see
> >> attached image from yesterday). Clearly progress is being attempted, but
> >> it
> >> still doesn't seem like we are moving forward.
> >>
> >> Again, we'd like to annul the purchase agreement immediately so we can all
> >> move on from this.
> >>
> >> [image: image.png]
> >>

> >>
> >> Thanks.
> >>
> >> [redacted]
> >>
> >>
> >> On Mon, Aug 9, 2021 at 3:11 PM [redacted]:
> >>
> >> > Hi [redacted]
> >> > Thanks so much for calling us back. I tried reaching you back and left
> >> you
> >> > a VM.
> >> >
> >> > Unfortunately only part of your earlier voicemail message got through!
> >> It
> >> > stopped after you said that you went through the repair history and then
> >> > submitted it to your Business Center for review, and then it cut off.
> >> >
> >> > Can you please send us an email update or call me back so we can advance
> >> > this today?
> >> > Thanks again.
> >> >
> >> > [redacted]
> >> >
> >> > On Mon, Aug 9, 2021 at 10:37 AM [redacted]
> >> >> Can we please get an update on our case number [redacted]
> >> >> issue. (Can you please copy both Claire and I on all communications?
> >> >> Thanks!)
> >> >>
> >> >> We are more convinced than ever that this car should unfortunately be
> >> >> taken back by Chrysler immediately. We'd like to please speak to
> >> someone
> >> >> today to determine next steps toward annulling the purchase contract.
> >> >>
> >> >> Again, we'd like to resolve this quickly and cordially, and we are
> >> >> grateful for all the good efforts along the way, but we all need to
> >> accept
> >> >> that this car is not performing to any reasonable expectations.
> >> >>
> >> >> Thank you.
> >> >>
> >> > [redacted]
> >> >>
> >> >>
> >> >> [redacted]
> >> >>> Thank you for taking the time to contact CHRYSLER Customer Care. My
> >> name
> >> >>> is Krista, and I am a Customer Retention Specialist. I have assumed
> >> >>> ownership of your case, and will be partnering with your dealerships
> >> >>> regarding your inquiry.
> >> >>>
> >> >>> Once I gather some additional details, I will follow up with you to
> >> >>> provide any next steps and I will remain in contact with you
> >> throughout the
> >> >>> process.
> >> >>>
> >> >>> Should you have any questions before I reach out to you, please do not
> >> >>> hesitate to contact me a [redacted] or just reply to
> >> this
> >> >>> email.
> >> >>>
> >> >>> For your reference, your case number [redacted]. I look forward to
> >> >>> working with you!
> >> >>>
> >> >>> Best wishes,
> >> >>>
> >> >>> [redacted]
> >> >>> CHRYSLER Customer Retention Specialist
> >> >>>
> >> >>> [redacted]
> >> >>>
> >> >>>
> >> >>>
> >> >>>
> >> >>>
> >> >>> On Mon, Aug 2, 2021 at 6:27 PM [redacted]
> >> >>>
> >> >>>> Hi,
> >> >>>>
> >> >>>> We'd like to start by thanking everyone at Chrysler, Farrish, and
> >> >>>> Maguire for working to help us deal with the breakdown of our brand
> >> new
> >> >>>> 2021 Pacifica Hybrid (VIN [redacted] Chrysler Case Manager
> >> Linda
> >> >>>> has been diligent and highly professional in keeping us informed
> >> throughout
> >> >>>> the process. [redacted] at Farrish in Fairfax, VA has also been
> >> helpful
> >> >>>> and supportive, and was able to expedite the rental car expenses we
> >> >>>> incurred. [redacted] at Maguire Service in Syracuse,

> >> NY have
> >> >>>> worked to find the diagnosis, and have also kept us informed all
> >> along the
> >> >>>> way.
> >> >>>>
> >> >>>> As you know, we bought the vehicle from Farrish on May 6. On July 4,
> >> >>>> the car completely broke down while we were on a family trip out of
> >> state.
> >> >>>> It has been at the service center of the Maguire Chrysler Dodge Jeep
> >> >>>> dealership in Syracuse, NY for one month now. The car only had 1,100
> >> miles
> >> >>>> on it when it suddenly stopped on the middle of a dark highway.
> >> There was
> >> >>>> absolutely no prior warning that anything was wrong until it
> >> immediately
> >> >>>> and suddenly stopped. The breakdown occurred late on a holiday night
> >> at the
> >> >>>> edge of cell phone network range on a remote section of an
> >> Interstate. This
> >> >>>> was terrifying, and caused extreme risk, fear, and anxiety for our
> >> family.
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> >> >>>> Fortunately we were able to get the car towed to Maguire, but it took
> >> >>>> weeks to get a diagnosis of the issue. Part acquisition and then
> >> mechanic
> >> >>>> glove acquisition have taken additional time, and still repairs
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> >> >>>> been made. Even when those do get made, we now have little
> >> confidence that
> >> >>>> the diagnosis given (battery heater) is the only issue.
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> >> >>>> We were told that the vehicle needs to control the temperature of the
> >> >>>> hybrid battery and it uses this heater along with the vehicle's A/C
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> >> >>>> to do so. We can't understand why the car would not provide a system
> >> alert
> >> >>>> prior to shutting down. The failure to have an alert notification
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> >> >>>> system shut down is a major safety failure in the design of the
> >> Pacifica
> >> >>>> Hybrid.
> >> >>>>
> >> >>>> Through our UConnect app, we also received numerous charge fault
> >> errors
> >> >>>> for many days following the breakdown, even when the Maguire
> >> mechanics
> >> >>>> weren't working on the car.
> >> >>>>
> >> >>>> We purchased this car with safety and reliability as the top
> >> criteria,
> >> >>>> but now that both of those have proven to be unmet within two months
> >> of
> >> >>>> purchase. Regrettably, we would like to annul the purchase agreement
> >> and
> >> >>>> return the vehicle to Chrysler. The car was purchased through
> >> Chrysler
> >> >>>> Capital and we have made two payments thus far (totaling $1839.90).
> >> We also
> >> >>>> put $10,000 down on the vehicle. We would like to return the car to
> >> >>>> Chrysler, have all monies returned, and the contract annulled
> >> immediately.
> >> >>>>
> >> >>>> Whether this particular vehicle eventually gets recalled, or crosses
> >> >>>> the threshold to trigger Lemon Law covenants, the truth is that we no
> >> >>>> longer want a premium-level vehicle that ceased to operate
> >> essentially off
> >> >>>> the lot and then still can't be repaired after a month in spite of
> >> >>>> admirable efforts from all involved.
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> >> >>>> We have learned that multiple earlier versions of this vehicle had
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> >> >>>> recalls. Based on our personal issue, hearing from dealerships that
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> >> >>>> issue has been seen frequently, past history with this model,
> >> multiple
> >> >>>> complaints online about the same problem (including for the 2021
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> >> >>>> etc., it's logical and reasonable to conclude that significant issues
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> >> >>>> before system shut down at high speed is a major safety failure in
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> >> >>>> design of the Pacifica Hybrid.
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> >> >>>> We paid for a vehicle that does not meet expectations. Of course this
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> >> >>>> engineering and/or manufacturing deficiencies.
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> >> >>>> the car back to Chrysler.
> >> >>>>
> >> >>>> Regards,
> >> >>>>
> >> [redacted] >>>>
> >> >>>>
> >> >>>>
> >> >>>> On Jul 19, 2021, at 11:35 AM, Chrysler Customer Care <
> >> >>>> chryslercustomercare@fcagroup.com <mailto:chryslercustomercare@fcagroup.com>> wrote:
> >> >>>>
> >> >>>>

> >> >>>>
> >> >>>> *Good morning [redacted] My name is [redacted] and I have been assigned as
> >> your
> >> >>>> Case Manager. *
> >> >>>>
> >> >>>> [redacted]
> >> >>>> *My work hours are: 8:00-4:30 pm Eastern Standard Time
> >> Monday-Friday. *
> >> >>>>
> >> >>>>
> >> >>>> *Please don't hesitate to make contact if you have any questions or
> >> >>>> concerns. Thank you for your patience and co-operation! *
> >> >>>>
> >> >>>>
> >> >>>> [redacted]
> >> >>>> North East Case Manager
> >> >>>> [redacted]
> >> >>>>
> >> >>>>
> >> >>>>
> >> >>>
> >>
> >>
>

[redacted]

[redacted]stomer Assistance Inquiry Record (CAIR)# [redacted]

[redacted]	[redacted]	***Model Year***	2020	***Brand***	CHRY LER
Body	RUE 53	***Vehicle***	CHRY LER PACIFICA HYBRID LIMITED		
Customer Provided VIN		***Line of Business***	CAC	Cu tomer A i tance Center	
Batch Case Information	[redacted]				

Open Date	07/19/2021	***CAIR Type***	Regular	***Status***	Clo ed
Close Date	08/16/2021	***Origin***	Telephone	***Reason***	
Mileage	17,000 Mile	***Market***	U	***Language***	Engli h

Contact Email	[redacted]				
Caller Address				***Source***	Cu tomer
Caller City		***Caller Country***		***Caller Postal Code***	

Customer	[redacted]
Customer Addres	
Dealer	
Dealer Address	
Dealer Zone	

Subject	Vehicle concern
Synopsis	Cu tomer accepted MVP C of 4 oil change /4 tire rotation for tran mi ion going at 18,000 mile and not happy with the wait for the part and the rental TAR ca e Cu tomer ati fied
Customer Anomaly	Electronic
	Engine Electronic

Contact Reason	C105	Technical I ue With Vehicle	***Customer Anomaly***	12	Electronic engine i ue (wiring)

Reason Code	After ale Complaint Product Vehicle concern Additional detail

Case Status History

Create Date	Status
07/19/2021 10 49 PM	Open
08/16/2021 08 26 PM	Clo ed

Initial Description

Cu tomer called about the vehoicle at the dealer and the wife wa driving and the engine ju t hut off and fuel warning and the cu tomer parked re tarted then drive it too the dealer there are no warning light came out o the cu tomer reported to NHT A want to pecial in pection and olution

Case Comments

Date	
07/19/2021	[redacted]
07/20/2021	
07/20/2021	
07/20/2021	
07/20/2021	

Date	[redacted]
07/20/2021	[redacted]
07/21/2021	[redacted]
07/21/2021	[redacted]
07/22/2021	[redacted]
07/26/2021	[redacted]
07/26/2021	[redacted]
07/28/2021	[redacted]
07/28/2021	[redacted]
07/28/2021	[redacted]
07/28/2021	[redacted]
07/29/2021	[redacted]
07/29/2021	[redacted]
07/30/2021	[redacted]
07/30/2021	[redacted]
07/30/2021	[redacted]
07/30/2021	[redacted]
07/30/2021	[redacted]
08/03/2021	[redacted]
08/03/2021	[redacted]
08/03/2021	[redacted]
08/05/2021	[redacted]
08/09/2021	[redacted]
08/09/2021	[redacted]
08/09/2021	[redacted]
08/09/2021	[redacted]
08/10/2021	[redacted]
08/13/2021	[redacted]
08/13/2021	[redacted]
08/13/2021	[redacted]
08/16/2021	[redacted]
08/16/2021	[redacted]
08/16/2021	[redacted]
08/16/2021	[redacted]

Email(s)

[redacted]

Hello [redacted]

Good morning! Thank you for the conversation. My name is Jane and I am contacting you today on behalf of the assigned Case Manager Anna, who is out of the office this week.

[redacted]

Case Management Hours: 7 am to 7 pm Central Time Monday thru Friday

Please feel free to Reply to this Email or to call us with the case number.

Have a great day!

[redacted]

Date	08/03/2021	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted]

Hello [redacted]

Good morning! Hope you are well! My name is Jane and I am following up on your case today on behalf of the assigned Case Manager [redacted] who is not in the office currently. I have contacted the Dealer MARTIN DODGE-JEEP-CHRYSLER on the transmission being sent to them directly from the STELLANTIS engineering department. The Dealer will let us know when the part arrives.

Here are the details of the MVP Service Contract that is now active on the VIN of your vehicle:

[redacted]

Description: ESSENTIAL CARE 50 W/ROTATES
Expiration Date: July 29, 2024
4 synthetic oil changes @ 50.00 each
4 tire rotations @ 10.00 each
oil changes and tire rotations may be utilized at any authorized Chrysler dealership, before the expiry date

Our next follow up on your case will be on August 5/21.

Thank you for your patience and I hope you have a great day!

[redacted]

Date	08/16/2021	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted]

Hello [redacted]

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

Your Case Number is: [redacted]

[redacted]

Thank you for allowing CHRYSLER Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We d ask that you take the time to complete the survey so we ll know how we re doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a CHRYSLER customer.

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

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					80039494
VIN	[redacted]				
Body					
Customer Provided VIN					
Batch Case Information					
Open Date					
Close Date					
Mileage					
Contact Email					
Caller Address					
Caller City					
Customer					
Customer Address					
Dealer					
Dealer Address					
Dealer Zone	Southwest	Sales District		Service District	F
Subject	Buyback request				
Synopsis	No response from customer				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C221	Dispute Resolution Buyback/Lemon Law	Customer Anomaly		General engine issues
Reason Code	After Sales Complaint Product Dispute Resolution Buyback/Lemon Law Request				

Case Status History

Create Date	Status
07/19/2021 11 32 PM	Open
11/15/2021 08 28 PM	Closed
11/21/2021 08 41 PM	Open
12/03/2021 08 43 PM	Closed

Initial Description

*Lemon Law buy back

Case Comments

Date	Comment
07/19/2021	[redacted]
07/21/2021	
07/22/2021	
07/22/2021	
07/22/2021	
07/26/2021	
07/26/2021	
07/27/2021	
07/28/2021	
08/05/2021	
09/24/2021	
09/27/2021	
09/30/2021	

Date	Comment
09/30/2021	[redacted]
09/30/2021	[redacted]
10/13/2021	[redacted]
10/13/2021	[redacted]
11/09/2021	[redacted]
11/11/2021	[redacted]
11/15/2021	[redacted]
11/22/2021	[redacted]
11/24/2021	[redacted]
11/30/2021	[redacted]
12/03/2021	[redacted]

Email(s)

Date	07/22/2021	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/22/2021 15:38 PM

Dea[redacted]

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

My name is Maureen 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:

[redacted]

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

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

[redacted]

Date	07/22/2021	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***ent Date/Time***	07/22/2021 15:38 PM

Dear [redacted]

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

My name is Maureen 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:

[redacted]

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

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

[redacted]

Date	08/05/2021	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]

[redacted]

I appreciate you for taking the time to speak with me today. I am sorry for your experience with your 2021 Chrysler Pacific Hybrid Limited at this time. I will be reviewing your case to see how I'm able to assist you.

I wanted to send you a follow-up e-mail, so you had my direct contact information. Your case was escalated to my department and assigned to me, so I will be working with you for the duration of your case. My role as a Case Manager is to handle more challenging cases and look into different options on how to assist the owner.

Our office hours are Monday - Friday between 8:00am - 8:00pm Eastern time. However, I will not be in office Friday, 08/06, and Monday, 08/09. If you have any questions in the meantime, please don't hesitate to contact me back. My phone number is [redacted] you can reply directly to this e-mail to reach me.

Kind regards,

[redacted]

[redacted]

Please let me know if there is any update on this case. I'm very frustrated with seeing different alerts every day and would like to have closure on this.

Regards,
[redacted]

On Thu, Aug 5, 2021 at 6:55 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

[redacted]

> Good evenin[redacted]
>
> I appreciate you for taking the time to speak with me today. I am sorry
> for your experience with your 2021 Chrysler Pacific Hybrid Limited at this
> time. I will be reviewing your case to see how I'm able to assist you.
>
> I wanted to send you a follow-up e-mail, so you had my direct contact
> information. Your case was escalated to my department and assigned to me,
> so I will be working with you for the duration of your case. My role as a
> Case Manager is to handle more challenging cases and look into different
> options on how to assist the owner.
>
> Our office hours are Monday - Friday between 8:00am - 8:00pm Eastern time.
> However, I will not be in office Friday, 08/06, and Monday, 08/09. If you
> have any questions in the meantime, please don't hesitate to contact me
> back. My phone number is 1-800-654-2486 ext. 1024; or you can reply
> directly to this e-mail to reach me.
>
>
> Kind regards,
>

[redacted]

[redacted]

Date	[redacted]
From	[redacted]

Hi,

I haven't heard from anyone and would like to o know what's going on

[redacted]

On Wed, Aug 18, 2021, 4:13 PM [redacted]

> Hi [redacted]
>
> Please let me know if there is any update on this case. I'm very
> frustrated with seeing different alerts every day and would like to have
> closure on this.
>
> Regards,
> [redacted]
>
> On Thu, Aug 5, 2021 at 6:55 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:

[redacted]

>> I appreciate you for taking the time to speak with me today. I am sorry
>> for your experience with your 2021 Chrysler Pacific Hybrid Limited at this
>> time. I will be reviewing your case to see how I'm able to assist you.
>>
>> I wanted to send you a follow-up e-mail, so you had my direct contact
>> information. Your case was escalated to my department and assigned to me,
>> so I will be working with you for the duration of your case. My role as a
>> Case Manager is to handle more challenging cases and look into different
>> options on how to assist the owner.
>>
>> Our office hours are Monday - Friday between 8:00am - 8:00pm Eastern
>> time. However, I will not be in office Friday, 08/06, and Monday, 08/09. If
>> you have any questions in the meantime, please don't hesitate to contact me
>> back. My phone number is 1-800-654-2486 ext. 1024; or you can reply
>> directly to this e-mail to reach me.
>>
>>
>> Kind regards,

[redacted]

>
>
> --
> Swami
>

Date	[redacted]
From	[redacted]

Hi [redacted]

I have an update from Dealership. Please call me on my [redacted]

[redacted]

On Thu, Sep 9, 2021 at 11:29 PM [redacted]
wrote:

> Hi,
>
> I haven't heard from anyone and would like to o know what's going on

[redacted]

> On Wed, Aug 18, 2021, 4:13 PM [redacted]
> wrote:
>
>> Hi [redacted]
>>
>> Please let me know if there is any update on this case. I'm very
>> frustrated with seeing different alerts every day and would like to have
>> closure on this.
>>
>> Regards,
[redacted]
>>
[redacted]
>> On Thu, Aug 5, 2021 at 6:55 PM US Customer Care <
>> uscustomercare@fcagroup.com> wrote:
>>
[redacted]
>>>
>>> I appreciate you for taking the time to speak with me today. I am sorry
>>> for your experience with your 2021 Chrysler Pacific Hybrid Limited at this
>>> time. I will be reviewing your case to see how I'm able to assist you.
>>>
>>> I wanted to send you a follow-up e-mail, so you had my direct contact
>>> information. Your case was escalated to my department and assigned to me,
>>> so I will be working with you for the duration of your case. My role as a
>>> Case Manager is to handle more challenging cases and look into different
>>> options on how to assist the owner.
>>>
>>> Our office hours are Monday - Friday between 8:00am - 8:00pm Eastern
>>> time. However, I will not be in office Friday, 08/06, and Monday, 08/09. If
>>> you have any questions in the meantime, please don't hesitate to contact me
>>> back. My phone number is 1-800-654-2486 ext. 1024; or you can reply
>>> directly to this e-mail to reach me.
>>>
>>>
>>> Kind regards,
>>>
[redacted] CA)

Date	[redacted]
From	[redacted]

Hi [redacted]

This whole experience with the new minivan I bought, dealership and Customer service is very disappointing. I purchased this new Minivan for my Family and I haven't been using it because it is at repair shop half the time. I am going to file a complaint with the TX DMV. There is a process to do that if you don't replace this minivan with a new one. I checked with a Mechanic I know and he has informed me that it is very dangerous to drive this minivan as the battery could be leaking and might burst into flames.
I had these issues with Minivan since the beginning and I'm not happy with the response.

*You must replace this DEFECTIVE VEHICLE with a new one immediately. *

Swami

On Wed, Sep 29, 2021 at 11:58 AM [redacted] wrote:

> Hi [redacted]
>
> I have an update from Dealership [redacted]
>
> On Thu, Sep 9, 2021 at 11:29 PM [redacted] wrote:
>
>> Hi,
>>
>> I haven't heard from anyone and would like to o know what's going on
>>
> [redacted] 18, 2021, 4:13 PM [redacted]
>
>>
>>> Hi [redacted]
>>>
>>> Please let me know if there is any update on this case. I'm very
>>> frustrated with seeing different alerts every day and would like to have
>>> closure on this.
>>>
>>> Regards,
>> [redacted]
>>>
>>> [redacted]
>>>>
>>>> I appreciate you for taking the time to speak with me today. I am sorry
>>>> for your experience with your 2021 Chrysler Pacific Hybrid Limited at this
>>>> time. I will be reviewing your case to see how I'm able to assist you.
>>>>
>>>> I wanted to send you a follow-up e-mail, so you had my direct contact
>>>> information. Your case was escalated to my department and assigned to me,
>>>> so I will be working with you for the duration of your case. My role as a
>>>> Case Manager is to handle more challenging cases and look into different
>>>> options on how to assist the owner.
>>>>
>>>> Our office hours are Monday - Friday between 8:00am - 8:00pm Eastern
>>>> time. However, I will not be in office Friday, 08/06, and Monday, 08/09. If
>>>> you have any questions in the meantime, please don't hesitate to contact me
>>>> back. My phone number is 1-800-654-2486 ext. 1024; or you can reply
>>>> directly to this e-mail to reach me.
>>>>
>>>>
>>>> Kind regards,
>>>>
>> [redacted]
>
>
>
>

[redacted]

[redacted]

I wanted to let you know that I have received your message, and that I have been communicating with the dealership, as well as other resources regarding your case. Your case is currently under review for your request for a voluntary repurchase of the vehicle. I will follow-up with as soon as an update about your case is available.

Kind regards,

an update quickly. I haven't taken the rental vehicle from Chrysler as I'm super busy. But, would like to get an update sooner than later.

On Wed, Oct 13, 2021 at 4:10 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> I wanted to let you know that I have received your message, and that I
> have been communicating with the dealership, as well as other resources
> regarding your case. Your case is currently under review for your request
> for a voluntary repurchase of the vehicle. I will follow-up with as soon as
> an update about your case is available.
>
> Kind regards,

Crystal, Any update on this? Its been 4 months already since we started the process.

On Fri, Oct 15, 2021 at 10:15 AM wrote:

> Thank you Crystal for the update. I'm very frustrated and would like to
> get an update quickly. I haven't taken the rental vehicle from Chrysler as
> I'm super busy. But, would like to get an update sooner than later.

> On Wed, Oct 13, 2021 at 4:10 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:

>> I wanted to let you know that I have received your message, and that I
>> have been communicating with the dealership, as well as other resources
>> regarding your case. Your case is currently under review for your request
>> for a voluntary repurchase of the vehicle. I will follow-up with as soon as
>> an update about your case is available.
>>
>> Kind regards,
>>
>
>
> mobiles (FCA)
> 1024
>
>
>
>
>
>
>
>
>

I hope you're doing well. I have just left you a voicemail today, 11/11, at phone numbe I am reaching out to you to discuss the performance of your 2021 Chrysler Pacifica Hybrid Limited and to look into how we can assist you for the time that the vehicle was in for service. If you're still in need of assistance, please give me a call back at r for a quicker response, you can reply directly to this e-mail to reach me.

Kind regards,

It has been a very bad experiwnce unfortunately and tired of going to
dealership multople times. Please call me at your earliest convenience and
we can discuss over the phone

On Thu, Nov 11, 2021, 11:54 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

>
> I hope you're doing well. I have just left you a voicemail today,
> 11/11, at phone number: I am reaching out to you to discuss
> the performance of your 2021 Chrysler Pacifica Hybrid Limited and to look
> into how we can assist you for the time that the vehicle was in for
> service. If you're still in need of assistance, please give me a call back
> at 1-800-654-2486 ext. 1024; or for a quicker response, you can reply
> directly to this e-mail to reach me.
>
>
> Kind regards,
>
>
>
>
>
>
>
>
>
>

I appreciate the message. I have left you a voicemail today, 11/22, using phone number: (425) 295-4759. Please let me know your preferred days and times for me to contact you to discuss your vehicle concerns.

Kind regards,

Sorry i missed the call. Please call me after an hour .

Thank you

On Mon, Nov 22, 2021, 8:23 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

[redacted]

>
> I appreciate the message. I have left you a voicemail today, 11/22, using
> phone numbe[redacted] Please let me know your preferred days and
> times for me to contact you to discuss your vehicle concerns.
>
> Kind regards,

[redacted]

[redacted]

I have left you a voicemail today, 11/24, using phone numbe[redacted] wanted to follow-up with you to confirm whether you're still experiencing any concerns with your 2021 Chrysler Pacifica Hybrid Limited at this time. If you have current concern that can be duplicated, I'd encourage you to schedule a diagnostic appointment at your preferred authorized dealership to have the concern reviewed.

If there are no further concerns, I can move forward with offering compensation. We would like to offer monetary compensation in the amount of $3000. In order to receive the funds it would require you to complete an offer letter and provide proof that you're the registered owner (i.e. copy of driver's license and vehicle registration).

If you'd like to proceed with this offer I can began the process to have a processing specialist give you a call in about 5 business days to provide you with the offer letter and request the documentation. Once everything required is completed and submitted, you would be issued a check via mail. Please let me know by close of business, Wednesday, 12/01/21, if you'd like to proceed with this offer.

Kind regards,

[redacted]

[redacted]

Hi,

I missed this email somehow. I was not able to charge my battery after the last repair. It is tripping my garage power everytime I connect. However, I will get this checked up by an Electrician next week and hopefully it will be resolved. I asked for a replacement, but it looks like that is not the case. I will accept the 3K at least. Please let me know the next steps

[redacted]

> [redacted] you a voicemail today, 11/24, using phone number [redacted]
> [redacted] wanted to follow-up with you to confirm whether you're still
> experiencing any concerns with your 2021 Chrysler Pacifica Hybrid Limited
> at this time. If you have current concern that can be duplicated, I'd
> encourage you to schedule a diagnostic appointment at your preferred
> authorized dealership to have the concern reviewed.
>
> If there are no further concerns, I can move forward with offering
> compensation. We would like to offer monetary compensation in the amount of
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> of driver's license and vehicle registration).
>
> If you'd like to proceed with this offer I can began the process to have a
> processing specialist give you a call in about 5 business days to provide
> you with the offer letter and request the documentation. Once everything
> required is completed and submitted, you would be issued a check via mail.
> Please let me know by close of business, Wednesday, 12/01/21, if you'd like
> to proceed with this offer.
>
>
> Kind regards,

[redacted]

[redacted]

[redacted]

Thank you for contacting FCA Custom[redacted]
Our records indicate that case numb[redacted]
If you require further assistance plea[redacted] assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Estimado cliente,
Le agradecemos que haya contactado a FCA.
Nuestros registros indican que el número de ca[redacted]e encuentra concluido.
Si requiere de asistencia adicional, por favor comuníquese con nosotros por teléfono y con mucho gusto lo atendemos.
Muchas gracias y que tenga un excelente día.
Centro de Atención de FCA

[redacted]

Hi,

Im waiting for your response. Please let me know the next steps to proceeed

[redacted]

On Sun, Jan 23, 2022, 11:17 PM [redacted]
wrote:

> Hi,
>
> I missed this email somehow. I was not able to charge my battery after the
> last repair. It is tripping my garage power everytime I connect. However, I
> will get this checked up by an Electrician next week and hopefully it will
> be resolved. I asked for a replacement, but it looks like that is not the
> case. I will accept the 3K at least. Please let me know the next steps
>
> Thank You,

[redacted]

>>
>> I have left you a voicemail today, 11/24, using phone number: [redacted]
[redacted] I wanted to follow-up with you to confirm whether you're still
>> experiencing any concerns with your 2021 Chrysler Pacifica Hybrid Limited
>> at this time. If you have current concern that can be duplicated, I'd
>> encourage you to schedule a diagnostic appointment at your preferred
>> authorized dealership to have the concern reviewed.
>>
>> If there are no further concerns, I can move forward with offering
>> compensation. We would like to offer monetary compensation in the amount of
>> $3000. In order to receive the funds it would require you to complete an
>> offer letter and provide proof that you're the registered owner (i.e. copy
>> of driver's license and vehicle registration).
>>
>> If you'd like to proceed with this offer I can began the process to have
>> a processing specialist give you a call in about 5 business days to provide
>> you with the offer letter and request the documentation. Once everything
>> required is completed and submitted, you would be issued a check via mail.
>> Please let me know by close of business, Wednesday, 12/01/21, if you'd like
>> to proceed with this offer.
>>
>>
>> Kind regards,

[redacted]

[redacted]

Thank you for contacting FCA Customer Care.
Our records indicate that cas[redacted]s closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

Madame, Monsieur [redacted]
Nous vous remercions d'avoir communiqué avec le service à la clientèle de FCA.
Selon nos renseignements, le [redacted]
Si vous avez besoin d'aide supplémentaire, n'hésitez pas à nous contacter. Nous nous ferons un plaisir de vous assister.
Nous vous remercions et vous souhaitons une excellente journée.
Le Service à la Clientèle de FCA

[redacted]

Hi,

I need an update on this case as the issues with my car are still there. It never charged properly since the repair was done and I'm seeing more issues now. I did not receive the compensation either.

Regards,
[redacted]

On Sun, Feb 13, 2022 at 11:48 PM [redacted] wrote:

> Hi,
>
> Im waiting for your response. Please let me know the next steps to proceeed
> [redacted]
>
> On Sun, Jan 23, 2022, 11:17 PM [redacted]
> wrote:
>
>> Hi,
>>
>> I missed this email somehow. I was not able to charge my battery after
>> the last repair. It is tripping my garage power everytime I connect.
>> However, I will get this checked up by an Electrician next week and
>> hopefully it will be resolved. I asked for a replacement, but it looks like
>> that is not the case. I will accept the 3K at least. Please let me know the
>> next steps
>>
>> Thank You
[redacted]
>>
>>
>> On Wed, Nov 24, 2021 at 9:36 AM US Customer Care <
>> uscustomercare@fcagroup.com> wrote:
[redacted]
>>>
>>> I have left you a voicemail today, 11/24, using phone number. [redacted]
[redacted]anted to follow-up with you to confirm whether you're still
>>> experiencing any concerns with your 2021 Chrysler Pacifica Hybrid Limited
>>> at this time. If you have current concern that can be duplicated, I'd
>>> encourage you to schedule a diagnostic appointment at your preferred
>>> authorized dealership to have the concern reviewed.
>>>
>>> If there are no further concerns, I can move forward with offering
>>> compensation. We would like to offer monetary compensation in the amount of
>>> $3000. In order to receive the funds it would require you to complete an
>>> offer letter and provide proof that you're the registered owner (i.e. copy
>>> of driver's license and vehicle registration).
>>>
>>> If you'd like to proceed with this offer I can began the process to have
>>> a processing specialist give you a call in about 5 business days to provide
>>> you with the offer letter and request the documentation. Once everything
>>> required is completed and submitted, you would be issued a check via mail.
>>> Please let me know by close of business, Wednesday, 12/01/21, if you'd like
>>> to proceed with this offer.
>>>
>>>
[redacted]

New Customer Assistance Inquiry Record (CAIR)#	80106438
VIN	[redacted]
Body	
Customer Provided VIN	
Batch Case Information	
Open Date	
Close Date	
Mileage	
Contact Email	
Caller Address	
Caller City	
Customer	
Customer Address	
Dealer	
Dealer Address	

Dealer Zone	California	Sales District		Service District	Y

Subject	Car shuts off
Synopsis	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
07/27/2021 09 20 PM	Open
08/05/2021 03 11 PM	Suspended
08/11/2021 04 02 AM	Open
08/11/2021 03 11 PM	Suspended
08/11/2021 07 32 PM	Open
08/13/2021 03 06 PM	Closed

Initial Description

Car shuts off

Case Comments

Date	
07/27/2021	[redacted]
07/28/2021	
07/28/2021	
07/28/2021	
07/29/2021	
07/30/2021	
07/30/2021	
08/02/2021	
08/02/2021	
08/05/2021	
08/05/2021	

Date	
08/05/2021	[redacted]
08/11/2021	[redacted]
08/11/2021	[redacted]
08/11/2021	[redacted]
08/11/2021	[redacted]
08/11/2021	[redacted]

Email(s)

[redacted]

My name is [redacted] and I have been assigned as your Case Manager to assist with your concern with your vehicle and the dealership.
Here is some information that will be helpful for you to have:

[redacted]

· FCA Case Management s hours are: 8:00 am 8:00 pm EST (7:00 am 7:00 pm Central Time), Monday through Friday
· My work hours this week are: 8:00 am 4:30 pm EST (7:00 am 3:30 pm Central Time), Monday through Friday.

If you have any further questions or concerns please call me or email me and we can address them at that time.

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

[redacted]

I have looked into rental cars and found some options that are reasonable. I need to understand next steps to getting my minivan prepped for shipping and getting my rental car. Here are a few specific questions:

Can I go ahead and book my rental car now? Am I correct that you ll reimburse me for my rental car fees at the end of the trip?
Where and when the van be picked up for shipment?
Can I pick it up from the dealer to load my personal items that I want shipped?
Can we secure our rooftop carrier for shipment or does it need to fit inside the vehicle?
Will it be shipped to the dealer in LA or to my house? If dealer, which one?

I think that s it. You can call the 269 number you have on file, but I am still in meetings. If you d like to set a time to talk tomorrow morning, I m happy to call you then. Or feel free to reply to this email.

Best,

>
>
>
>
> Begin forwarded message:
>
>> From: US Customer Care <uscustomercare@fcagroup.com>
>> Date: July 28, 2021 at 10:30:05 AM PDT

>>
>> My name is nd I have been assigned as your Case Manager to assist with your concern with your vehicle and the dealership.
>> Here is some information that will be helpful for you to have:
>>

>> · FCA Case Management s hours are: 8:00 am 8:00 pm EST (7:00 am 7:00 pm Central Time), Monday through Friday
>> · My work hours this week are: 8:00 am 4:30 pm EST (7:00 am 3:30 pm Central Time), Monday through Friday.
>>
>> If you have any further questions or concerns please call me or email me and we can address them at that time.
>>
>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>

Can you please send me a copy of your rental invoice and proof of payment.

Please send your documents to the following email address at dw1129@chrysler.com

Please provide me with your appointment date and time and the dealer information on where you will be bringing it.

Thank You

Good Morning [redacted]

I have processed your reimbursement and you should receive it in 7-10 business days not including weekends or holidays and provided there is no disruption in the postal services.

I have created a new case for you . The new c[redacted]The specialist for this dealer will reach out to you in business day.

The Case Manager is Matthew his contact information is [redacted]

I am sending you this regarding the closure of your Case with Stellantis Case Management. I would like to provide you with Stellantis contact information should you have any questions or concerns in the future.

[redacted]

Thank you for allowing Stellantis 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 re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We d ask that you take the time to complete the survey so we ll know how we re doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Stellantis customer.

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

Thank You

[redacted]

I have processed your reimbursement and you should receive it in 7-10 business days not including weekends or holidays and provided there is no disruption in the postal services.

I have created a new case for you . The[redacted]. The specialist for this dealer will reach out to you in business day.

The Case Manager is Matthew his contact information [redacted]

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

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]
Body	
Customer Provided VIN	
Batch Case Information	
Open Date	
Close Date	
Mileage	
Contact Email	
Caller Address	
Caller City	
Customer	
Customer Address	
Dealer	
Dealer Address	

Dealer Zone	Midwest	Sales District		Service District	H

Subject	rental
Synopsis	no response
Customer Anomaly	Engine
	Warning Light MIL

Contact Reason	C184	Request For Rental Vehicle	Customer Anomaly		Check engine light is on

Reason Code	After Sales Complaint Product Dispute Resolution Buyback/Lemon Law Request

Case Status History

Create Date	Status
07/29/2021 02 22 PM	Open
09/14/2021 12 11 AM	Closed

Initial Description

repair not done

Case Comments

Date	Comment
07/29/2021	[redacted]
07/29/2021	
07/29/2021	
07/29/2021	
08/02/2021	
08/02/2021	
08/02/2021	
08/02/2021	
08/03/2021	
08/04/2021	
08/04/2021	
08/04/2021	
08/11/2021	
09/03/2021	
09/14/2021	

Email(s)

[redacted]

Hi John,

I do not have an update concerning your request for repurchase at this time. Your case is still active.

My understanding is that the vehicle was thought to be repaired. Is that correct? Do you have it back? How is it performing?

I will reach out again next week with an update. I will be out of the office from 8/13 through 8/17.

Best,

Thank you for taking the time to contact CHRYSLER Customer Care. My name is and I am a Customer Retention Specialist. I have assumed ownership of your case, and will be partnering with your John Morlan Chrysler Dodge Jeep Ram regarding your inquiry.
I will follow up with you to provide any next steps. I will remain in contact with you throughout the process.
Should you have any questions before I reach out to you, please do not hesitate to contact me at .
For your reference, your case numb look forward to working with you!
Best wishes

My name is Maryann and I am contacting you on behalf of your case manager, Samantha, who is out of the office at this time. I am contacting you from the Case Management Team. We would like to ensure that you have your case number and our contact information:

Please feel free to contact us via e-mail by hitting "REPLY" or by telephone. Thank you.

I am reviewing your paperwork. How is the Pacifica performing?

Best,

I do not have an update concerning your request for repurchase at this time. Your case is still active.

My understanding is that the vehicle was thought to be repaired. Is that correct? Do you have it back? How is it performing?

I will reach out again next week with an update. I will be out of the office from 8/13 through 8/17.

Best,

Thank you for taking the time to contact CHRYSLER Customer Care. My name and I am a Customer Retention Specialist. I have assumed ownership of your case, and will be partnering with your John Morlan Chrysler Dodge Jeep Ram regarding your inquiry.
I will follow up with you to provide any next steps. I will remain in contact with you throughout the process.
Should you have any questions before I reach out to you, please do not hesitate to contact me at .
For your reference, your case number is #80121299. I look forward to working with you!
Best wishes,

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

My name is and I am contacting you on behalf of your case manager, Samantha, who is out of the office at this time. I am contacting you from the Case Management team. We would like to ensure that you have your case number and our contact information:

We sincerely apologize for any service-related difficulties you may have experienced with your vehicle.
Each customer situation is evaluated on an individual basis with consideration given to many factors such as service history, the vehicle s age and mileage, and the type(s) of repairs. Taking this information into consideration, Fiat Chrysler Automobiles (FCA) has determined that we would not be able to meet your request to replace or repurchase your vehicle.
Please be assured that FCA takes a broad and liberal view when helping owners be satisfied with their CHRYSLER driving experience but we are not able to assist in all cases. FCA will continue to work within the terms of any applicable warranties to address any verifiable concerns.
However, we recognize that your experience has not been the carefree one we want for your ownership. As a goodwill gesture to help turn around your disappointment, we would like to offer you $750 in cash compensation. Please respond to this email by 9/9/21 if you accept this offer.
We value you as a member of our CHRYSLER family, and hope this offer does not challenge your overall loyalty to the brand.
Respectfully,

CHRYSLER Customer Retention Specialist

Original Message

I am reviewing your paperwork. How is the Pacifica performing?

Best

erforming?

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/4/2021 1:22 PM

Thank you for taking the time to contact CHRYSLER Customer Care. My name is and I am a Customer Retention Specialist. I have assumed ownership of your case, and will be partnering with your John Morlan Chrysler Dodge Jeep Ram regarding your inquiry.
I will follow up with you to provide any next steps. I will remain in contact with you throughout the process.
Should you have any questions before I reach out to you, please do not hesitate to contact me at .
For your reference, your case number is I look forward to working with you!
Best wishes

My name i and I am contacting you on behalf of your case manage ho is out of the office at this time. I am contacting you from the Case Management Team. We would like to ensure that you have your case number and our contact information: