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

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

VIN	[redacted]	***Model Year***	2015	***Brand***	JEEP
Body	MKJE74	***Vehicle***	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
Customer Provided VIN		***Line of Business***	CAC		Customer Assistance Center
Batch Case Information					
Open Date	09/04/2014	***CAIR Type***	Regular	***Status***	Closed
Close Date	09/04/2014	***Origin***	Roadside Assistance	***Reason***	New Problem
Mileage	397 Miles	***Market***	U	***Language***	English
Contact Email	[redacted]	***Contact Phone***		***Contact Mobile***	
Caller Address	N/A			***Source***	Customer
City/State/Country/Zip	UNIONTOWN				USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	45136	TRI STAR UNIONTOWN		***Dealer Phone***	7244301401
Dealer Address	2 SUPERIOR WAY				
	UNIONTOWN		PA	15401 2604	USA
Dealer Zone	Mid Atlantic	***Sales District***		***Service District***	I
Subject	Roadside Services - Warranty towing of vehicle				
Synopsis					
Customer Anomaly					
Contact Reason	C94	Roadside coverage	***Customer Anomaly***		
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - Roadside Assistance - Coverage Inquiry				

Case Status History

Create Date	Status
09/04/2014 06:02 AM	Open
09/04/2014 06:02 AM	Closed

Initial Description

0430010100-Corporate,Roadside Services,Warranty,Towing,Default,Roadside Services - Warranty towing of vehicle,Roadside Services - Warranty towing of vehicle

Case Comments

Date	Comment
09/04/2014	Roadside Assistance Contacted - DATE : 2014-09-04 Road Side File Created 09-04-14 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: 109 EDISON ST 2 SUPERIOR WAY N GALLATIN AVE UNIONTOWN UNIONTOWN PA USA PA CAR STALLED OUT WHILE DRIVING// NEED A TOW BACK TO DEALER CODE : 45136 TRI STAR UNIONTOWN

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	***Model Year***	2015	***Brand***	DODGE
Body	JCER49	***Vehicle***	DODGE JOURNEY CROSSROAD AWD HATCHBACK		
Customer Provided VIN		***Line of Business***	CAC		Customer Assistance Center
Batch Case Information					
Open Date	10/21/2014	***CAIR Type***	Regular	***Status***	Closed
Close Date	10/29/2014	***Origin***	Email	***Reason***	New Problem
Mileage	15 Miles	***Market***	U	***Language***	English
Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted]
Caller Address	[redacted]			***Source***	Customer
City/State/Country/Zip	LAKE JUNALUSKA			[redacted]	USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	45536	AUTOSTAR CHRYSLER DODGE JEEP RAM		***Dealer Phone***	8284522841
Dealer Address	280 HYATT CREEK RD				
	WAYNESVILLE		NC	28786 4535	USA
Dealer Zone	Southeast	***Sales District***		***Service District***	Q
Subject	Alternator / Voltage Regulator -Defective				
Synopsis					
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/21/2014 02:49 PM	Unworked
10/26/2014 09:46 PM	Open
10/29/2014 07:44 PM	Closed

Initial Description

0464220000-Corporate,Survey By-Pass,No Longer Owns Vehicle,Default,Default,Survey By-Pass - No Longer Owns Vehicle,Survey By-Pass - No Longer Owns Vehicle
0412000000-Corporate,No Longer Own Vehicle,Default,Default,Default,Customer No Longer Owns Vehicle,Customer No Longer Owns Vehicle
0118002500-Product,Drivability,Unknown,Stalling,Default,Stalling,Customer concerned with recurring stalling condition.
0108050200-Product,Electrical,Alternator/Voltage Regulator,Defective,Default,Alternator / Voltage Regulator -Defective,Alternator / Voltage Regulator -Defective

Case Comments

Date	Comment
10/21/2014	***** EMAIL BRIEF DESCRIPTION CONTENT ***** We were sold a NEW UNSAFE VEHICLE ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
10/26/2014	2015 Dodge Journey Disaster [redacted] October 13 â€“ October

Date	Comment
10/26/2014	20, 2014 Issue still NOT resolved Monday, October 13, 2014 â€“2:55pm We purchased a 2015 Dodge Journey from Waynesville Chrysler Dodge Jeep Ram (Waynesville Chrysler Dodge Jeep Ramâ€¨280 Hyatt Creek Rdâ€¨Waynesville, NC 28786â€¨Sales: (828) 452-2841) with 1 mile on the odometer. Greg Wood was our salesman and his professionalism & helpfulness was above & beyond expectation. It was an absolute pleasure to work with Greg. His patience with my questions was very kind. Dale Hollifield is the Dealership manager. He handled our trade-in and oversaw the entire purchase. I drove to pick up my kids from school & then drove home that evening. Tuesday, October 14, 2014 I drove the car to my place of work that morning at 7:30 (Tuscola High School) and then drove it to pick my kids after school and then home that evening. When driving it this afternoon I noticed the power would â€œglitchâ€ on & off while I was driving up hills. For example, the entire navigation screen would go black and the lights would turn off. It occurred three times. I documented this immediately. Wednesday, October 15, 2014 I drove the car to my place of work that morning at 7:30 (Tuscola High School) and then drove it home for lunch to pick up a folder I had left. The car was parked for 5 minutes in my driveway. When I tried to start the car to go back to school, it would not start. It would not turn on. There was no noise or lights whatsoever. I immediately called our salesman (Greg Wood) and he offered to come & get me & drive me to school while having the car towed. I stepped out of the car & got back in three times, trying to get it to start. Finally on the third try it did start, but did not have and navigation screen (dark screen). Greg instructed me to drive it straight to the dealership. I dropped it off at the dealership, they gave me a rental to go pick my kids up from school. I spoke with Cecil, the serviceman in the Waynesville Chrysler Dodge Jeep Ram (aka WNC Powerhouse)â€™s service department. They gave me a rental car while they worked on the Journey & so I could pick my kids after school. Cecil called me within the hour, stating that the problem was fixed, claiming it was just a poorly charged battery. I immediately drove the rental back to the dealership & picked up the journey. My children and I drove straight home in the Dodge Journey (6.3 miles away). While driving UP THE HILL to our neighborhood, the power went out in the car and it stopped & started to roll back. I used the emergency brake to stop the car & place it in park. I started the car & the screen was again out (dark) and the engine made a loud humming noise. I called Cecil (from the service department) immediately & he told me to bring it back the following day Thursday, October 16, 2014 The car started Thursday morning, but made a loud humming noise & the electrical system continued to blink off. I made it back to the dealership & Cecil had another rental ready for us to drive. He apologized profusely about the situation & said he would, â€œtake care of it the right way this timeâ€. I drove to work & called as soon as I got out of work & spoke with Cecil. He said, â€œthere was an electrical surge and the alternator blew. This is a part we will have to order, but we should have it in on Monday. You can keep the rental all weekend.â€ At this point I was very nervous & asked Cecil if it would be possible to â€œundoâ€ this whole deal. I really just wanted
10/26/2014	my trade-in back. He calmly stated, â€œI donâ€™t see why not, but you will have to speak to Greg.â€ After speaking to my husband that evening we had decided we no longer wanted to drive the Dodge Journey because I felt it was UNSAFE. NO ONE from the dealership called us or communicated with us whatsoever. Friday, October 17, 2014 I called Greg Wood to explain what had happened, but he was not working. Once again, NO ONE from the dealership called us or communicated with us whatsoever. Saturday, October 18, 2014 I called Greg Wood again & he was working to day. He reassured me that things would be taken care of. He was going to speak to Dale Hollifield (Dealership manager) and explain the situation. He asked me to come to the dealership with my husband first thing on Monday morning. Once again, NO ONE from the dealership called us or communicated with us whatsoever ALL WEEKEND. Monday, October 20, 2014 7:55am I arrived at the dealership & spoke with Cecil. Explaining I was there to â€œundo the dealâ€. He explained that Dale would not be there until 8:30, but the finance manager would be there earlier & he would be the one to handle it (Dan Schlitt). I waited until 8:30 & my husband had arranged to be there, but he went on to work, waiting to hear from me. Greg Wood came into work at 8:10, & apologized profusely for this situation. He went into a meeting and NO ONE from the dealership spoke to me for the next 40 minutes. At 9:00AM, I WENT BACK INTO THE SERVICE DEPARTMENT & ASKED IF Dan, Dale, or anyone had arrived that could be of assistance to me. Cecil pointed to a door the hall that a meeting was taking place. He said Dan had arrived & Greg was IN that meeting with him. I knocked on the door & asked to speak with Dan. When he came to the door, he acted completely oblivious to our situation, claiming no one had told him a thing about our â€œissueâ€ & â€œhe could not help us until he spoke with Daleâ€ who had not yet arrived. Cecil stood there with me & witnessed the entire conversation. I pointed to Celcil & explained that â€œEven Cecil said the alternator is blown & it needs major work. We NO NOT WANT THIS CAR.â€ Dan only listened & claimed he could do something â€œonce Dale came inâ€ It was now 9:10. I asked them to call me when Dale came to work and & could come in anytime to sign the necessary work to undo the deal. NO ONE from the dealership called us or communicated with us whatsoever ALL DAY. My husband drove to the dealership approximately 130pm. (the following account is from my husband directly) I saw Greg at his desk and asked to speak with Dale. I was instead taken to Dave the service manager and he asked me how he could help me. I went through the issues that my wife went through last week and unfortunately he did not know about the issues. He thought that the battery probably went out as this was a showroom vehicle and that the battery went down due to people opening and shutting the doors and salespersons showing the cars. I stated that for a car to have a battery run down over a few weeks seemed unlikely. He assured me that a new battery or alternator would probably make it all right and that we just needed to start driving the car and get â€œthe monkey off our backâ€. I told him I no longer wanted the car and that these were extenuating circumstances with a car not lasting 50 miles. I asked if he had ever had this happen again and he said that when there was a recall
10/26/2014	on a truck that probably was not being used by specifications by over toeing. I assured him that my wife was not using the car out of specifications. I also expressed my dissatisfaction with the lack of communication as no one had contacted us from Thursday as to either the status of the car or our request for a refund. He apologized that he was out of town Wednesday through today. He walked out and came back a few moments later stating that now he knew the rest of the story. He stated the battery and the alternator both checked out during the drive by his service man, but after driving it several miles (8?) that the same thing occurred. A surge in power from the alternator that overheated the electrical causing it to shut down. The solution was to try to change the alternator and see if that helped. I again stated I did not want the car and felt unsafe having my wife drive it and asked to speak directly to Dale. Dale finally came in. I politely told him my wife had been trying to call all day and he stated his mother was ill in the hospital. I again expressed my wish to trade back the Escape and turn in the Journey. He stated the Escape was already sold and he could not undo the deal. He stated I could call Dodge directly and see if they would give a refund. I responded that he should deal with them directly and ask as he had more leverage as the dealer than me as the customer. I told him again that I did not want the car and I hoped he would make it right as I would hope to do business in the future with Waynesville group in the future. He asked what I may be interested in for the future. I told him most likely upgrading to a Caddy in the future. We left it at that and he left and Dave reentered the room. Dave took my name and phone number and was to call me later in the evening to check on the status of the car. Dave called about 430 in the evening to state that they had replaced the alternator and driven the car about 50 miles with no problems noted. I thanked him but asked what the update from Dale was regarding Chrysler taking the car back. He stated he just spoke with Dale and that he didnâ€™t know the status of that question. I asked him to have Dale call me on my cell phone and did not hear back from Dale the rest of Monday. Tuesday, October 21, 2014 It is 11:00am and my husband & I have called the dealership this morning, left messages with the manager inquiring about the status of the car and NO ONE is returning our voicemail messages. The operator (Holly) has profusely apologized every single time we have called. She knows how frustrated we are. *****END OF CUSTOMER EMAIL*****
10/26/2014	CONTACT UPDATE: Agent spoke with Customer. Customer verified all issues have now been resolved. States Regional Manager became involved and paid off loan and provided Customer's traded in vehicle back. Customer stressed although they had some difficulties with this situation, Cecil and their Sales Advisor went above and beyond to assist with their concerns, even going so far as to almost offer their vehicles for loaners should one not be available. Customer states while the situation was regrettable, a lot of good people at the Dealership provided excellent service and Customer will remember that going forward. Customer has no further concerns at this time.
10/26/2014	Reassigned PC739 - Bypass - No Longer Owns Vehicle

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	JCDH49	**Vehicle**	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/24/2014	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/11/2014	**Origin**	Telephone	**Reason**	New Problem
Mileage	2,738 Miles	**Market**	U	**Language**	English

Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	TWENTYNINE PALMS			[redacted]	USA

Customer	[redacted]
Customer Address	
City/State/Country/Zip	

Dealer	43554	YUCCA VALLEY CHRYSLER CENTER		**Dealer Phone**	7602281818
Dealer Address	57909 29 PALMS HWY				
	YUCCA VALLEY		CA	92284 5817	USA
Dealer Zone	California	**Sales District**		**Service District**	O

Subject	Rough. Hesitation.
Synopsis	
Customer Anomaly	Gears & Transmission
	Automatic Gearbox

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
10/24/2014 10:31 AM	Open
11/11/2014 09:33 PM	Closed

Initial Description

0450110101-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Customer Contact Complete,Continuous Quality Insight - Customer Contact Complete,Continuous Quality Insight - Customer Contact Complete
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108631500-Product,Electrical,uConnect Cellular System,Phone pairing issues,Default,uConnect Phone Pairing Issues,uConnect Phone Pairing Issues
0121080100-Product,Transmission / Transaxle,Automatic Trans / Transaxle,Improper Shift,Default,Automatic Trans / Transaxle - Improper Shift,Rough. Hesitation.

Case Comments

Date	Comment
10/24/2014	CQI Survey Record Received - DATE : 10/24/2014 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 10/23/2014 VIN Last 8 [redacted] CQI Comments : \I would like to have the ability to have my vehic le with a wider wheel and tire combination as well as having a manual five s peed transsmission. my contact information is [redacted] thank you
10/27/2014	Customer Comments; Shift between gears is rough/harsh under normal driving conditions A manual transmission would be preferable and more reliable. The four speed automatic transmission is not suited for a vehicle of this size. Driving on paved roads on a slight incline Hesitation or delay when shifting between gears Less than a thirty degree downgrade or incline with cruise control on.
10/27/2014	Reason for Customer Contact: Need to ask customer is their concerns have been resolved. If not, gather more information regarding customer complaint. Customer's Preferred Method of Contact: Phone Customer Phone Number (Morning): [redacted] Customer Phone Number (Evening): [redacted] Customer Email address: [redacted] .com Reason for assigning to Resolution Team: Agent unable to contact customer. Assigned to 86T
10/27/2014	. CUSTOMER VERBATUM SURVEY COMMENTS: . Please describe conditions when this trouble occurs: Driving on paved roads on a slight incline How often does this trouble occur? Trouble occurs regularly. . Have you taken the vehicle to a dealer to have your trouble corrected? No. If our team has any additional questions about your responses, would you accept further contact? Yes, by phone or e-mail. .
10/27/2014	Status update provided via email to the following email address [redacted] com Dear [redacted] We regret the concerns you're experiencing with the transmission shifting and Uconnect issues. We noticed that you have not taken your 2015 Dodge Journey to any of our servicing dealerships. However, since your vehicle is so new, we are sending your case to a Case Manager who will get in contact with you soon and see if there is anything we can do to satisfy you as our valuable customer. This referral action will provide the best opportunity for your request. A Case Manager will be in contact with you shortly. If you require immediate assistance, please contact 1-800-4A-DODGE (1-800-423-6343). Sincerely, Nick Dodge Customer Care End of Status Update

Date	Comment
10/27/2014	. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Customer email address for case updates: [redacted]yahoo.com Has the vehicle been diagnosed by a CDJ dealer? No If a CDJ dealer has diagnosed, what is the dealer name or code? YUCCA VALLEY CHRYSLER - 43554 - 760-228-1818 As per answer ID: 18734, referred to CM Reassigned to 88F
10/29/2014	* * * * * CASE MANAGER TEAM - District O * * * * * * OOW (Which): The vehicle is in warranty. MVP (Active or expired): NEW ADDED CARE PLUS Ownership history: Customer purchased the vehicle new. 1 new 0 used.
10/29/2014	CONTACT UPDATE - Customer was contacted today at [redacted] 9:17 am. Customer was provided with agent's extension: 40568. Customer states he is at work and would like to be contacted after 4:30 pm. Writer advised customer he will be contacted later.
11/04/2014	Writer contacted customer at [redacted] Writer was unable to leave a message.
11/06/2014	Writer contacted customer at [redacted] Writer was unable to leave a message.
11/11/2014	Writer contacted customer at [redacted] Customer stated that he feels that the 4 speed transmission is underpowered for the vehicle and that it should be more for smaller vehicles. Customer stated that he also feels that the vehicle should have wider wheels and that the vehicle sways more than it should. Customer stated that the only other issues he has is that his phone has issues pairing with the Uconnect, customer was advised that an email would be sent to him containing the contact information for Uconnect and that he would also be provided Dodge Customer Assistance line. Customer was offered ECPS48N, customer accepted and stated that his mailing address is accurate and that his mileage is 2,738. Customer stated that his case could be closed. Customer thanked CM and was advised that he is a valued customer.
11/11/2014	Status update provided via email to the following email address: [redacted] yahoo.com Hello this is Kodie from Dodge Customer Care. Per our conversation, I would like to provide you with our Uconnect Customer Assistance line 1-877-855-8400 as well as our Dodge Customer Assistance number 800-423-6343. Please contact us in the future for any assistance or concerns, your case will now be closed. Thank you for being a part of Dodge! End of Status Update
11/11/2014	CLOSED LOOP UPDATE - no need for additional follow-up.
11/14/2014	ECPS48N Contract created. Contract number is [redacted]

Email(s)

Date	***Subject***	Hello this is Kodie from Dodge Customer Care. Per	
From	***To***	***Sent Date/Time***	11/11/2014 22:32 PM

Hello this is Kodie from Dodge Customer Care. Per our conversation, I would like to provide you with our Uconnect Customer Assistance line 1-877-855-8400 as well as our Dodge Customer Assistance number 800-423-6343. Please contact us in the future for any assistance or concerns, your case will now be closed. Thank you for being a part of Dodge!

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

VIN	[redacted]	***Model Year***	2015	***Brand***	DODGE
Body	JCEX49	***Vehicle***	DODGE JOURNEY R/T AWD HATCHBACK		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/08/2014	***CAIR Type***	Regular	***Status***	Closed
Close Date	12/29/2014	***Origin***	Email	***Reason***	New Problem
Mileage	57 Miles	***Market***	U	***Language***	English
Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted]
Caller Address	[redacted]			***Source***	Customer
City/State/Country/Zip	COLUMBUS			[redacted]	USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	60388	PERFORMANCE CHRYSLER JEEP DODGE		***Dealer Phone***	6142720000
Dealer Address	1130 AUTO MALL DRIVE				
	COLUMBUS		OH	43228 3661	USA
Dealer Zone	Great Lakes	***Sales District***		***Service District***	C
Subject	Sirius Travel link does not work.				
Synopsis					
Customer Anomaly	Uconnect / Infotainment				
	SiriusXM Radio				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	114	Connectivity issues with SiriusXM Radio
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/08/2014 05:38 PM	Unworked
12/11/2014 01:46 AM	Open
12/11/2014 02:19 AM	Closed
12/11/2014 10:30 PM	Reopen
12/29/2014 08:51 PM	Closed

Initial Description

0108660200-Product,Electrical,Satelite Radio System,Unable to Receive Signal,Default,Satelite Radio System - Unable to Receive Signal,Sirius Travel link does not work.

Case Comments

Date	Comment
12/08/2014	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Sirius Travel Link will not update on Journey RT ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
12/11/2014	We just upgraded/purchased a new 2015 Dodge Journey RT as an upgrade from our 2013 Journey Crew. We have found an interesting problem and so far have been unable to resolve it. The Sirius Travel Link will not populate or update. No matter what we have done or what instructions we have followed, we continue to get no data populating in our Travel Link. What is interesting is that the Sirius Traffic is working as well as the GPS and the regular Satellite radio functionality. I have called Sirius Customer Service twice. The first time I confirmed that our subscription was properly moved over from the 2013 Journey to the new 2015 Journey and both the Sirius Traffic and Sirius Travel Link data services were turned on and we were subscribed to them. I was told to wait about 10 to 15 minutes and it would populate just fine and it didn't. I called Sirius Customer Service back a second time and they checked my subscription info and told be everything was fine. They proceeded to tell me that they would re-authorize the unit and once they did, after 10 to 15 minutes it would populate. While still on the phone with the customer service rep, after
12/11/2014	15 minutes still nothing happened. Then rep gave me this excuse that since I was calling from the UConnect Bluetooth that my iPhone was connected to. He said that was the problem. He then instructed me to disconnect my iPhone and shut down the bluetooth and turn the radio off and on and wait 10 to 15 minutes and it would update. Of course as expected, nothing happened and it still is not updating. Has anyone seen this before? Any clue what the problem is or how to get it fixed? *****END OF CUSTOMER EMAIL*****
12/11/2014	Dear [redacted] Thank you for contacting the Dodge Customer Assistance Center. We regret to learn of the concerns you are experiencing with your 2015 Dodge Journey. Have you contacted the dealership and had this concern diagnosed? If not, please contact your local dealer and have them perform a diagnosis on these concerns. If this does not resolve your concerns, please contact Sirius Customer Support at 1-(888) 539-7474. We wish we could provide you a more favorable response. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343). Sincerely, Ashley Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****

Date	Comment
12/11/2014	I understand your reply, and we have contacted the dealer and we are going to take the Journey in and have it looked at, but the technician who is apparently qualified to work on resolving this issue will not be available till the 17th. We have an appointment scheduled for that day. In addition I have already spent 3 1/2 hours with Sirius on the phone diagnosing this issue and trying a number of things to resolve it. After all of this work with Sirius technical support they came up with the following three possibilities: 1 - The radio needs a firmware update 2- the low speed data is not properly connected to the harness or antenna. 3 - There is some other defect with the Radio unit it and it just needs replaced. It is brand new car and I would think that the dealer should be bending over backwards to resolve the issue as we have only had the car since Sunday. It seems that like my 20014 Rallye Redline Challenger and the transmission issues that I have been experiencing, the dealer seems to have a lack of urgency in resolving anything. As a long time Chrysler/Dodge owner this does not inspire confidence. We need to the the issue with the Travel Link resolved as soon as possible. *****END OF CUSTOMER REPLY*****
12/11/2014	Dear [redacted] Thank you for providing this information. Based on what you have advised in your recent email, we are going to send your case to our Uconnect Case management department for the concerns related to the Sirius Travel link not working. They will contact you in one business day to discuss your case further. We believe this referral action with provide you the best opportunity for a resolution. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343). Sincerely, Ashley Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL REPLY*****
12/11/2014	****UConnect Case Management Escalation**** Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Customer email address for case updates:[redacted]
12/12/2014	Status update provided via email to the following email address: [redacted] gmail.com My name is Kristin 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 Uconnect Case Management telephone number is: 877-855-8400. My direct extension is: 4718259 My work hours are: Monday-Friday 8:30 am - 5:00 pm EST I see that you have an appointment scheduled for 12/17/14. This is probably going to be the only option for fixing this. I will contact you within 1-2 business days to review your file. If you would like to reach out to me before then, please contact me at the above mentioned contact information. Thank you for your time. End of Status Update
12/12/2014	Customer contacted back in. Customer stated that the vehicle is at PERFORMANCE CHRYSLER JEEP DODGE. Agent advised customer that KM745 currently either on the other line or away from her desk. Customer understood. Customer is seeking a call back from KM745 at [redacted] Agent transferred customer to KM745's VM.
12/12/2014	****CUSTOMER CONTACT**** The customer contacted the writer at 10:00 am on 12/12/14 as per a message left for them to contact her back. Writer was unable to speak with the customer as she was on the other line. The customer is stating that he put some more pressure on his dealership and the vehicle is there today and asked for a contact back at [redacted]
12/12/2014	****CONTACT UPDATE**** Writer contacted the dealership at 10:23 am on 12/12/14 at 614-272-0000 and spoke with the service receptionist and found that the customer's SW was not in today. The writer asked that she speak with the one who is working on the vehicle at this time. Writer was placed on hold while someone was located. Writer was transferred to Joe. Writer spoke with the SA and found that the vehicle was currently being worked on and let him know that if they cannot figure out what is going on they are to give her a call and go to STAR if they have any issues. Joe agreed. Writer thanked dealer and ended call.
12/12/2014	****CONTACT UPDATE**** Writer called customer at 10:51 am on 12/12/14 at [redacted] and spoke with the customer and found that he has spoken with the Sirius Techs and found that everything on their end was working properly at this time. The customer is stating that he is a Chrysler family and he has owned many of our vehicles and there have been issues with getting any type of repairs that are needed for any kind of concerns that they have had. The customer is stating that he would like for the writer to intervene with the concerns and take care of the issues. The writer let him know that she has already spoken with the dealership and have provided them with her contact information and have informed them that they are to go to STAR. The customer is stating that he is trying to get this concern taken care of and does not want to deal with this not working anymore. The writer let him know that she is definitely trying to help him out with the concerns and will keep him up to date with the progress. Customer thanked writer and ended call.
12/12/2014	****CONTACT UPDATE**** Writer contacted the dealership at 1:50 pm on 12/12/14 at [redacted] and spoke with the receptionist and asked to speak with SA Joe. Joe was unavailable. Writer asked that she have him contact her back to see how things are going. Receptionist agreed. Writer thanked dealer and ended call.
12/12/2014	Begin Customer Message reviewed: Any update yet on where we are in the process? End of Reviewed Customer message
12/12/2014	Status update provided via email to the following email address: [redacted] gmail.com No I had to leave a message for the Service Advisor and I am waiting for him to get back to me. End of Status Update
12/15/2014	Begin Customer Message reviewed: Just wanted to bring you up to date on where we are at the moment. On Saturday we returned the loaner and spoke with both the service adviser and one of the techs who was involved with working on the car. We were told that the primary tech who looked at the problem was able to confirm that the problem did exist. They have apparently opened a case with something they called STAR (technical services group of some sort) asking for guidance on how to resolve the issue. As of Saturday afternoon they have not received word on how they are to proceed. However they did admit to me that they can confirm that there is a problem. There was some talk of needing authorization to replace parts, meaning the Infotainment System, but they have to wait for authorization to proceed. They said that letting you know that the hold up is with technical would be the best thing I could do to get this moving again. Also, since they pulled the radio out and ran diagnostics we now have a problem with the fan in the car making a loud noise like it is rubbing on something. A by product of trying to get this repaired that we did not count on. Have not had a chance to tell the dealer about this yet. Can you look me on what the plan is going forward? End of Reviewed Customer message
12/15/2014	Status update provided via email to the following email address: [redacted] gmail.com Okay thank you for the update. I do see the technical file that they are speaking of. They did return information to them and they will have to submit the requested numbers. We will continue working with STAR and they will be the ones to authorize the parts necessary to fix it. They will need more infomration to be sure that they do the proper replacements. Also I will let the dealer know of the fan concern as I will contact them here shortly and tell them to respond to STAR. I will keep you updated with anythign that needs to be done on your side. End of Status Update
12/15/2014	****CONTACT UPDATE**** Writer contacted the dealership at 10:08 am on 12/15/14 at 614-272-0000 and spoke with the receptionist and asked to speak with service. Writer was transferred to SA Joe's VM. Writer left a message for the SA to contact her back over the customer's concerns. Writer provided her contact information of 877-855-8400 ext 4718259. Writer thanked dealer and ended call.
12/15/2014	Begin Customer Message reviewed: Just so you are aware, the took us out of the loaner... so they don't have the car at the moment. Yes, thank you for letting them know about the fan. The noise is pretty unbearable. Let's just hope when take the car in this time it will be the last time necessary to resolve this issue. Can you project any ETA on then this might be completed? Any chance we can resolve it this week as I sure would like to address the issue with the fan. End of Reviewed Customer message
12/15/2014	Status update provided via email to the following email address: [redacted] gmail.com Well fixing it this week will be the plan. Now I cannot guarantee this only because I am just prompting on my side. I did call Joe and had to leave a message so I am waiting on his response to me and I will be calling later on today to hopefully catch him so I do hope that this does get resolved by this week, but I cannot guarantee this. End of Status Update
12/15/2014	Begin Customer Message reviewed: Who is Joe? Molly is the Service Adviser and Luther was the tech that was working on the issue. End of Reviewed Customer message
12/15/2014	Status update provided via email to the following email address: [redacted] gmail.com From what I understand Joe is the Service Manager. I am aware that Luther is the tech involved though. End of Status Update

Date	Comment
12/15/2014	Begin Customer Message reviewed: OK I don't know Joe, I think I met his assistant on Saturday. Keep me in the look and let me know once you know more. If there is anything I can do, let me know. End of Reviewed Customer message
12/15/2014	Status update provided via email to the following email address: [redacted] gmail.com I will let you know. Thank you End of Status Update
12/15/2014	****CONTACT UPDATE**** Writer contacted the dealership at 11:57 am on 12/15/14 at 614-272-0000 and spoke with the receptionist and asked to speak with SA Molly. Writer was transferred to her line. Writer left a message for the SA to give her a call back at 877-855-8400 ext 4718259. Writer thanked dealer and ended call.
12/15/2014	Begin Customer Message reviewed [redacted] - Spoke with [redacted] and we are going to take the Journey back over tonight and drop it back off to the service department as they are telling me that they need some additional data off the unit and they want to address the rubbing noise that the fan is making right away. In addition they are going to perform some additional troubleshooting with Sirius. I am not sure to what end. Do you have any additional update from their interaction with the STAR technical team? Kristen - Spoke with [redacted] and we are going to take the Journey back over tonight and drop it back off to the service department as they are telling me that they need some additional data off the unit and they want to address the rubbing noise that the fan is making right away. In addition they are going to perform some additional troubleshooting with Sirius. I am not sure to what end. Do you have any additional update from their interaction with the STAR technical team? End of Reviewed Customer message
12/16/2014	Begin Customer Message reviewed: Good morning. We dropped the car back off at the dealer's service center. Our SA Molly told us that she would get the on it first thing in the morning. Can I get a status update of where we are at this point? I was distressed to find out that the reason we needed to bring the car back right away is that STAR needed more "numbers" off the back of the radio. I was surprised to hear this as I assumed that you would take a readable picture before you return the car to the owner. In addition they wanted to deal with this fan grinding noise right away for fear that it could cause an issue with something else. I am growing concerned that there is little time left to ship any parts out and for the dealer to receive them and install them before the week is out. End of Reviewed Customer message
12/16/2014	Status update provided via email to the following email address: [redacted] gmail.com Please do not fret over it. UPS, which ships the parts, runs until Christmas Eve I do believe. The radios are normally shipped in a days time. You should be fine and the process is that they are going to be ordering a radio for you at this time. End of Status Update
12/16/2014	Begin Customer Message reviewed: OK - Thanks! End of Reviewed Customer message
12/16/2014	Status update provided via email to the following email address: [redacted] gmail.com No problem End of Status Update
12/16/2014	****CONTACT UPDATE**** Writer contacted the dealership at 10:10 am on 12/16/14 at 614-272-0000 and spoke with Barbara and asked to speak with service. Writer was transferred to their line. Writer left a message for Alexis asking to have SA Molly give her a call at 877-855-8400 ext 4718259. Writer thanked dealer and ended call.
12/16/2014	****DEALER UPDATE**** The dealership contacted the writer at 11:44 am on 12/16/14 as per message left for him. Writer was unable to speak with the SA Molly as she was on the other line. The SA stated that they are waiting on a response from STAR at this time on what to do for the customer. Molly stated that if there were any questions or concerns she can contact her back at [redacted].
12/18/2014	****CONTACT UPDATE**** Writer contacted the dealership at 11:07 am on 12/18/14 at 614-272-0000 and spoke with Alexis and asked to speak with SA Molly. Writer was placed on hold while she was located. Writer found her unavailable and was going to leave a message and Alexis stated that she could contact parts for her. Writer stated that if she could just transfer her over to them she would speak with them. Writer was transferred and spoke with PA Jeff and found that there is a radio on order. The writer asked when it was ordered and found that it was ordered on 12/16/14 with an ETA of 12/22/14. Writer thanked dealer and ended call.
12/18/2014	Status update provided via email to the following email address: [redacted] gmail.com Hi [redacted] I was just speaking with Performance and found that they did order the radio and it has an ETA of 12/22/14. I am going to follow up then and see iffit has arrived. Any questions or concerns either give me a call or email me. I am in the office this week from 8:30 am - 5:00 pm EST this week and 12:30 pm - 9:00 pm EST next week. End of Status Update
12/18/2014	Begin Customer Message reviewed: Sounds good. Just keep me in the loop as to your progress. End of Reviewed Customer message
12/18/2014	Status update provided via email to the following email address: [redacted] gmail.com Will Do End of Status Update
12/19/2014	Begin Customer Message reviewed: Can I get an update on where we are? From what I understand Molly (SA) isn't in today and no one has contacted us with an update if it is or is not going to be completed to day. End of Reviewed Customer message
12/19/2014	Status update provided via email to the following email address: [redacted] gmail.com Okay I will call them now End of Status Update
12/19/2014	****CONTACT UPDATE**** Writer contacted the dealership at 11:48 am on 12/19/14 at 614-272-0000 and spoke with the service receptionist and found that they are currently working on the vehicle for the fan concern at this time but there was no update. The receptionist also stated that the radio still has not arrived. Writer thanked dealer and ended call.
12/19/2014	Begin Customer Message reviewed: We want to make sure that other than installing the new Radio that the have resolved the issue with the fan rubbing and that everything else has been tested. I just don't want to run all the way out there only to find that the work has not been completed. Thanks! End of Reviewed Customer message
12/19/2014	Status update provided via email to the following email address: [redacted] gmail.com Yes I understand. So I spoke with them and they are currently working on the fan concern at this time and there was no update to what was going on right now, but the radio is not due until Monday. So they are working on the fan issues and I assume someone will follow up with you when they know more. End of Status Update
12/19/2014	Begin Customer Message reviewed: Great! So we will not be getting the car back till at least Monday from the way that it looks. Thanks! End of Reviewed Customer message
12/19/2014	Status update provided via email to the following email address: [redacted] gmail.com If you are looking to have all ofther repairs done before receiving it back, then yes it would seem so End of Status Update
12/22/2014	****CONTACT UPDATE**** Writer contacted the dealership at 5:59 pm on 12/22/14 at 614-272-0000 and spoke with PA Joe and found that the customer's radio has arrived and they took care of it at this time. Writer thanked dealer and ended call.
12/22/2014	****CONTACT UPDATE**** Writer called customer at 6:01 pm on 12/22/14 at [redacted] and left a message for the customer letting him know that she was following up to see how the repairs went and was wondering if all was well. The writer let him know that if all is well there is no need to contact her back ad she will close out the file in the next 2 business days. Writer let him know that if he is still having issues then he is to give her a call back at 877-855-8400 ext 4718259.
12/22/2014	Status update provided via email to the following email address: [redacted] gmail.com Hi [redacted] it's Kristin with Uconnect. I am just following up as the dealership told me that the radio was replaced and all is well. If that is the case there is no need to contact me back and I will just close out the file in the next 2 business days. If you are still having issues though please give me a call back at 877-8555-8400 ext 4718259 or email me. I am in the office from 12:30 pm - 9:00 pm EST today and tomorrow and will be returning on 12/29/14 at 12:30 pm - 9:00 pm EST End of Status Update
12/23/2014	Begin Customer Message reviewed: We have picked up the Journey with the new unit installed. Currently we are testing the functionality and making sure everything is working. So far, the major issue which was the Travel Link appears to be working correctly. Give me the rest of today to check things out as we are off and going to be driving the Journey all day and I should have a good idea by then if everything is resolved or not. Thanks for all of your help and hard work on this! End of Reviewed Customer message
12/23/2014	Status update provided via email to the following email address: [redacted] gmail.com Fantastic sounds good. I hope to hear from you by the end of the day as I am out of the office the rest of the week. My fingers are crossed for you and the vehicle working. Your welcome and thank you for your patience in the matter End of Status Update

Date	Comment
12/24/2014	CM has no voicemial from customer.
12/29/2014	Begin Customer Message reviewed: Good news! It appears that everything is now working good and we are good to go with the install of the new unit. This has resolved the problems with the Travel Link and we are no longer hear the scraping sound when the fan is running. Thank you for all of your hard work on this one and helping me get it resolved before the holiday. Thanks! End of Reviewed Customer message
12/29/2014	Status update provided via email to the following email address: [redacted] gmail.com Oh [redacted] I am so glad to hear this. I hope you enjoy your new year and and happy that asll worked out for you. Thank you for working with me here at Uconnect and if anything else comes up with the radio please give me a call back. End of Status Update

Email(s)

Date	***Subject***	We have picked up the Journey with the new unit in	
From	***To***	***Sent Date/Time***	12/23/2014 17:59 PM

We have picked up the Journey with the new unit installed.

Currently we are testing the functionality and making sure everything is working.

So far, the major issue which was the Travel Link appears to be working correctly.

Give me the rest of today to check things out as we are off and going to be driving the Journey all day and I should have a good idea by then if everything is resolved or not.

Thanks for all of your help and hard work on this!

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

VIN	[redacted]	***Model Year***	2015	***Brand***	JEEP
Body	MKTE74	***Vehicle***	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
Customer Provided VIN		***Line of Business***	CAC		Customer Assistance Center
Batch Case Information					

Open Date	01/09/2015	***CAIR Type***	Regular	***Status***	Closed
Close Date	01/09/2015	***Origin***	Telephone	***Reason***	New Problem
Mileage	400 Miles	***Market***	U	***Language***	English

Contact Email	[redacted]	***Contact Phone***	9514617441	***Contact Mobile***	[redacted]
Caller Address	[redacted]			***Source***	Customer
City/State/Country/Zip	MURRIETA			[redacted]	USA

Customer	[redacted]
Customer Address	
City/State/Country/Zip	

Dealer	44039	PERRIS VALLEY DODGE JEEP CHRYSLER		***Dealer Phone***	9516577371
Dealer Address	707 A EAST 4TH ST				
	PERRIS		CA	92570 2205	USA
Dealer Zone	California	***Sales District***		***Service District***	N

Subject	unknown
Synopsis	
Customer Anomaly	Drivability
	Stalling

Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	9	Vehicle Stalling

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
01/09/2015 10:41 PM	Open
01/09/2015 10:45 PM	Closed

Initial Description

0118000000-Product,Drivability,Unknown,Other,Default,Driveability Inquiry,unknown

Case Comments

Date	Comment
01/09/2015	Briefly describe why the customer is calling: Customer is contacting Chrysler regarding: problems with his vehicle. Briefly describe what the customer is expecting: Customer is expecting information. Customer states: that he has had some problems with his vehicle. Customer states that when you put it into reverse it makes a strange sound and when driving on the freeway and it begins to stall as if it has no gasoline. Customer states he is not comfortable returning to his selling DLR as they were not honest during sales. Agent informed customer can go to any DLR. Agent found a closer DLR 45189 DCH of Temecula. Agent offered to contact DLR to assist in making an appointment. Customer agreed. While agent was dialing DLR customer disconnected.
01/09/2015	Customer is calling back as he was disconnected with previous agent. Agent contacted DLR 45189 and transferred customer over to receptionist Beverly to book an appointment

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

VIN	[redacted]	***Model Year***	2015	***Brand***	DODGE
Body	JCDX49	***Vehicle***	DODGE JOURNEY R/T HATCHBACK		
Customer Provided VIN		***Line of Business***	CAC		Customer Assistance Center
Batch Case Information					
Open Date	01/13/2015	***CAIR Type***	Regular	***Status***	Closed
Close Date	03/04/2015	***Origin***	Telephone	***Reason***	New Problem
Mileage	2,230 Miles	***Market***	U	***Language***	English
Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted]
Caller Address	[redacted]			***Source***	Customer
City/State/Country/Zip	SOUTH LYON			[redacted]	USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP RAM		***Dealer Phone***	2483542950
Dealer Address	28100 TELEGRAPH ROAD				
	SOUTHFIELD		MI	48034 1996	USA
Dealer Zone	Great Lakes	***Sales District***		***Service District***	9
Subject	customer seeking lemon law				
Synopsis					
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/13/2015 12:14 PM	Open
03/04/2015 03:19 AM	Closed

Initial Description

0464000000-Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,customer seeking lemon law
0119200000-Product,Steering,Steering Wheel / Column,Other,Default,Steering Wheel / Column Inquiry,customer seeking lemon law
0100002500-Product,Unknown,Unknown,Stalling,Default,Product Stalls,customer seeking lemon law

Case Comments

Date	Comment
01/13/2015	Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she that she has plenty of concerns with her vehicle. Customer states that while driving on I-95 her vehicle completely stalled out. Customer states that the steering wheel locked as well. Customer states that she took her vehicle to the dealership where she is being told nothing is wrong with the vehicle. Customer states that she is terrified to get into her vehicle if her vehicle stalled out and the steering wheel locked. Customer states that the dealership still has the vehicle to see if they can provide a diagnosis. Briefly summarize what the customer is expecting: Customer seeking lemon law. Writer contacted DLR 26943 Southfield Chrysler Dodge Jeep Ram at 248-354-2950 and spoke with SA Joe. SA Joe stated that SA Rashand is working with the customer but there is no diagnosis at this time. Writer informed customer that due to the nature of her request, her case will be escalated for review to determine if their request merits further action. Customer understood. * Customer informed a call back is required and will take place within 1-2 business days. Preferred Morning/Midday call back number is [redacted] Who has possession of the vehicle? (Owner/Dealer/IRF) Dealership Is this a request for Lemon Law, buy-back or replacement? Replacement Reassigned to 91L
01/14/2015	********** 91L Review **********
01/14/2015	*********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
01/14/2015	Customer called to follow up on her case. Agent transfered customer to js2481 voicemail.
01/15/2015	Briefly summarize why the customer is contacting Chrysler: Customer stated that she has still not heard anything back from her CM. Customer stated that she had to pick up her vehicle from the DLR. She is terrified to driving it. The DLR told her that she had to pick the vehicle up or they would start charging her for rental. The car has been sitting since she picked it up, and she still hasn't heard anything from the DLR. Customer states that she has additional question for the case manager. Briefly summarize what the customer is expecting: Customer seeking call from case manager. Agent advised the customer that the CM has until the end of the day to offer her a call back. Agent advised the customer that everything would be documented today and the CM would be able to see these notes. Agent advised the customer that if she has not received a callback by tomorrow to give us a callback and we'll see what else we can do at that time.
01/15/2015	Customer contacted back in. Customer stated that she is seeking to speak to a Supervisor agent advised customer that the other department is higher than this department. Customer understood. Agent advised customer that this department does have a 1-2 business day wait for callback so that they have time to review all information. Customer understood. Customer is seeking their CM to contact her back as soon as possible.
01/15/2015	****Kimberlee with I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Kimberlee directly at 214-583-2149. Thank you.****

Date	Comment
01/16/2015	Briefly summarize why the customer is contacting Chrysler: Customer called on status of someone calling her from resolution team. Briefly summarize what the customer is expecting: Customer was given Kimberlee directly at 214-583-2149 as per cair notes agent is to direct customer to this number.
01/16/2015	Called dealer 26334 to SA Rashawn and he confirmed the RO in system. Called customer and introduced myself as her CM. Customer stated that her vehicle stalled out on her while driving on highway. Customer states that she does not feel safe in the vehicle. Customer states that she as told by dealership that they can't duplicate the concern and that she needs to pick up her vehicle. I advised customer of my job which is to address the repair issue that she is having with the vehicle. I advised that in order to repair the vehicle we would need to duplicate the concern. I advised that she could take it to another dealership and have them try to duplicate the concern. Customer stated that she has other avenues she is thinking about taking and will let me know if she is going to take her vehicle back. I advised customer that I will have to close her case until she is ready to take it to the dealership. Customer advised that she did not want to have her case closed and that she will call me on Monday regarding taking her vehicle to dealership. Follow up for Monday.
01/20/2015	Called customer LVM to return call.
01/23/2015	Called customer LVM to return call.
01/26/2015	Called customer and she stated she is going to take her vehicle to another dealership but she is not sure which one yet. Customer states she will be taking it on the weekend. I advised customer that I will follow up with her on next Monday to find out what dealership she chose so that I can contact them. Customer said ok. Follow up for next Monday
02/03/2015	Called customer LVM to return call.
02/04/2015	Called customer LVM to return call to check with concerns before I close her case*****
02/06/2015	Called customer and she stated that she just sat down for lunch. Customer stated that she will call me back.
02/10/2015	Called customer LVM asking if she still needs my assistance. LVM to return call.

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	JCDH49	**Vehicle**	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	01/17/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/17/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	900 Miles	**Market**	U	**Language**	English

Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	NORRISTOWN			[redacted]	USA

Customer	[redacted]
Customer Address	
City/State/Country/Zip	

Dealer	60493	BARBERA'S AUTOLAND		**Dealer Phone**	2153333700
Dealer Address	7810 ROOSEVELT BLVD.				
	PHILADELPHIA		PA	19152 3805	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A

Subject	Issues with the vehicle stalling
Synopsis	
Customer Anomaly	Drivability
	Stalling

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	9	Vehicle Stalling

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
01/17/2015 12:42 PM	Open
01/17/2015 10:18 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,In warranty
0118002500-Product,Drivability,Unknown,Stalling,Default,Stalling,Issues with the vehicle stalling

Case Comments

Date	Comment
01/17/2015	Briefly summarize why the customer is contacting Chrysler: Customer Valerie is calling in as her new vehicle has stalled on her. Caller said she has called in a couple of days ago and was advised to bring the vehicle in to a DLR. Caller said that she has an appointment to go for a test drive at 1:00 pm Briefly summarize what the customer is expecting: Customer Valerie wants the vehicle diagnosed.
01/17/2015	Agent called the DLR and spoke to SA Frank and he said the customer had an appointment at 10:00 am Agent advised the caller said 1:00 pm and Frank said she has to go for a test drive and he is not here at 1:00 pm Agent warm transferred caller Valerie on the line with SA Frank to go over the appointment time. Agent gave the customer the case number and advised to give us a call when the vehicle is diagnosed.
01/17/2015	Agent asked customer if she needed the vehicle towed and caller said she will be driving to the DLR.
01/17/2015	Vehicle needs diagnosis.

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

VIN	[redacted]	***Model Year***	2015	***Brand***	DODGE
Body	JCDE49	***Vehicle***	DODGE JOURNEY SXT (FWD)		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/27/2015	***CAIR Type***	Regular	***Status***	Closed
Close Date	01/27/2015	***Origin***	Roadside Assistance	***Reason***	New Problem
Mileage	6,500 Miles	***Market***	U	***Language***	English
Contact Email	[redacted]	***Contact Phone***		***Contact Mobile***	
Caller Address	N/A			***Source***	Customer
City/State/Country/Zip	MINNEAPOLIS				USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	43943	JEFF BELZER'S DODGE		***Dealer Phone***	9524691300
Dealer Address	HIGHWAY 50 AND CEDAR AVENUE				
	LAKEVILLE		MN	55044	USA
Dealer Zone	Denver	***Sales District***		***Service District***	Y
Subject	Roadside Services - Service Contracts Vehicle Boost				
Synopsis					
Customer Anomaly					
Contact Reason	C94	Roadside coverage	***Customer Anomaly***		
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - Roadside Assistance - Coverage Inquiry				

Case Status History

Create Date	Status
01/27/2015 06:00 AM	Open
01/27/2015 06:00 AM	Closed

Initial Description

0430020200-Corporate,Roadside Services,Service Contracts,boost,Default,Roadside Services - Service Contracts Vehicle Boost,Roadside Services - Service Contracts Vehicle Boost

Case Comments

Date	Comment
01/27/2015	Roadside Assistance Contacted - DATE : 2015-01-27 Road Side File Created 01-27-15 FOR SERVICE CONTRACT VEHICLE PROBLEM AT: VEHICLE TAKEN TO: 3350 42ND AVE S HIGHWAY 50 AND CEDAR AVENUE E 34TH ST MINNEAPOLIS LAKEVILLE MN USA MN STALLED WHILE DRIVING // OIL PRESSURE LIGHT CAME O DEALER CODE : 43943 JEFF BELZER'S DODGE

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

VIN	[redacted]	***Model Year***	2015	***Brand***	JEEP
Body	MKJM74	***Vehicle***	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	02/11/2015	***CAIR Type***	Regular	***Status***	Closed
Close Date	02/13/2015	***Origin***	Email	***Reason***	New Problem
Mileage	340 Miles	***Market***	U	***Language***	English

Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted]
Caller Address	[redacted]			***Source***	Customer
City/State/Country/Zip	KINGS PARK			[redacted]	USA

Customer	[redacted]
Customer Address	
City/State/Country/Zip	

Dealer				***Dealer Phone***	
Dealer Address					
Dealer Zone		***Sales District***		***Service District***	

Subject	Water leaks into the vehicle
Synopsis	
Customer Anomaly	Interior
	Water Damage

Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	105	Interior water damage

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
02/10/2015 11:02 PM	Unworked
02/12/2015 04:47 AM	Open
02/13/2015 11:22 AM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0123006500-Product,Body / Trim / Paint Finish,Unknown,Water Damage, Mildew,Unknown,Body / Trim - Water Damage, Mildew,Water leaks into the vehicle

Case Comments

Date	Comment
02/11/2015	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Vehicle Replacement ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
02/12/2015	I purchased a brand new 2015 Jeep Patriot from Huntington Jeep on 1/5/15. On 1/12/15, the first day it rained since I bought the vehicle, water was leaking into the car, down the dash, radio, heat vents, controls, and gear shift. I want the car replaced because I was sold a defective vehicle and now it is water damaged. I was assigned a case manager, Michelle, with Chrysler Resolution Team. It has been almost a MONTH since the vehicle was been water damaged and NO "resolution" has been made, no "options' as she has said have been presented to me. Every single time I call Michelle on her direct line I get her voicemail and have to wait DAYS to hear back. I am so upset that I was sold a defective car and VERY disappointed in the way my case is being handled. I am requesting someone above Michelle call me and speak to me about my "options." My case number is: [redacted] Unfortunately, the length of time and the way that Chrysler has treated me has is not acceptable. I am seeking out the BBB and NY attorney general to aid me in communicating with Chrysler as your company is unable to provide me with answers. I am also sharing my story with friends and family, who cannot believe that the vehicle was not replaced instantly. I will NEVER buy from any Jeep/Chrysler/Dodge brand mainly do to the way I was treated after having a problem with a vehicle I had ONE week and received no help in terms of replacing the vehicle. I was more than willing to work with the dealership to replace the vehicle from the very beginning. ***** END OF CUSTOMER EMAIL *****
02/12/2015	Dear [redacted], Thank you for contacting the Jeep Customer Assistance Center. We are sorry to learn you've had such an experience, and can only imagine the frustration you are feeling. In response to your e mail, Our records do indicate that the case has been escalated to the correct department. We recommend that you continue to work with your case manager in order to provide the best opportunity for your request. Any future communication related to this issue will be retained in corporate records. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337). Sincerely, Melissa Customer Service Representative Jeep Customer Assistance Center ***** END OF CAC EMAIL *****
02/12/2015	Reassigned to JR1305 for survey bypass Duplicate Cair

Date	Comment
02/13/2015	Thank you for getting back to me. You recommend that I work with my case manager, which is what I would like to do. It is very hard to do so when no progress has been made since I was assigned to her and I'm still "waiting" on options to be presented to me. She is never available when I call (tried various times throughout the day). So I would love to work with her but her lack of communication & progress (this has been going on for a MONTH) are really preventing that. I am requesting a superior or higher up department to connect me, on my cell [redacted] and maybe they can get the ball rolling. I am truly disappointed in they way my case is being handled especial when YOUR company sold me a defective vehicle! This treatment is unacceptable! ***** END OF CUSTOMER EMAIL *****
02/13/2015	Dear [redacted], We are sorry to hear that you are having troubles contacting your case manager. Our records do show that you were contacted today and spoke to Rosa who explained that your case manager would contact you tomorrow. We recommend that you continue to work with your case manager to have your concerns resolved. We apologize for the delay and thank you again for your patience and understanding. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337). Sincerely, Melissa Customer Service Representative Jeep Customer Assistance Center ***** END OF CAC EMAIL *****
02/16/2015	Considering that my vehicle has been water damaged since 1/12/15, I think I have been VERY patient. It is not 2/13/15 and NO resolution! Your company needs to make this right and replace the vehicle with no additional charge to me. YOUR COMPANY SOLD ME A DEFECTIVE VEHICLE AND THAT DEFECT CAUSED WATER DAMAGE TO THE VEHICLE. Perhaps you can transfer my case to a department who can make a decision or present me with options for replace. Still very disappointed. ***** END OF CUSTOMER EMAIL *****
02/16/2015	Rosa did say that my case manager would contact me today, Friday, 2/13. However my case manager NEVER made an attempt to contact me. This is completely unacceptable! How am I suppose to "work" with my case manager when she doesn't call me back when she is suppose to. I need someone above the resolution team to contact me and assist me with my case. ***** END OF CUSTOMER EMAIL *****
02/16/2015	Dear [redacted], We are sorry to hear that you are still having issues contacting your case manager. A request for your case manager to contact you back will be applied to the case for the case manager to see. We would again like to recommend that you continue to work with your case manager as they would be able to provide you with the best outcome to your requests. Any future communication related to this issue will be retained in corporate records. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337). Sincerely, Melissa Customer Service Representative Jeep Customer Assistance Center
02/17/2015	Thank you for putting in the request. However, my brand new car was water due to a manufacturer defect on 1/12/15. Now it is 2/16/15 and still NOTHING has been done to replace the vehicle. It's seems to me as though I'm being ignored or waited out to see if I fold.....completely unacceptable. To this date I have not been provided with the promised "options" from the resolution team. I am share my story and experience thus far with Jeep and Chrysler Resolution Team. Completely unacceptable, someone should be able to help me by now. Instead I'm driving a water damaged vehicle with possible mold growing in it...this is how you are treating your customer. Instead of putting in a request for my case manager, maybe you could let someone who can actually make something happen know that I want the car replaced! ***** END OF CUSTOMER EMAIL *****
02/17/2015	My case manager has yet to contact me even though "A request for your case manager to contact you back will be applied to the case for the case manager to see." Very frustrated with the lack of communication and updates in regards to what is (or is not) going on to help resolve my issue and replace the vehicle. How can I follow your recommendation to work with my case manager when she does not communicate with me. I need to speak with someone who CAN help me. Very bad business...you sell some one a manufacture defective vehicle that has sustained water damage and over a MONTH later do nothing to replace it. Very again will I give my business to this company....truly disgusted ***** END OF CUSTOMER EMAIL *****

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

VIN	[redacted]	***Model Year***	2015	***Brand***	JEEP
Body	MKJM74	***Vehicle***	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	02/11/2015	***CAIR Type***	Regular	***Status***	Closed
Close Date	02/11/2015	***Origin***	Roadside Assistance	***Reason***	New Problem
Mileage	1,790 Miles	***Market***	U	***Language***	English
Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted]
Caller Address	[redacted]			***Source***	Customer
City/State/Country/Zip	GANSEVOORT				USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	26832	NEMER CHRYSLER JEEP DODGE RAM OF		***Dealer Phone***	5185841821
Dealer Address	617 MAPLE AVE				
	SARATOGA SPRINGS		NY	12866 5631	USA
Dealer Zone	Northeast	***Sales District***		***Service District***	U
Subject	Roadside Services - Warranty unknown symptom				
Synopsis					
Customer Anomaly					
Contact Reason	C94	Roadside coverage	***Customer Anomaly***		
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - Roadside Assistance - Coverage Inquiry				

Case Status History

Create Date	Status
02/11/2015 06:02 AM	Open
02/11/2015 06:02 AM	Closed

Initial Description

0430010000-Corporate,Roadside Services,Warranty,Default,Default,Roadside Services - Warranty unknown symptom,Roadside Services - Warranty unknown symptom-Please refer to Case Comments

Case Comments

Date	Comment
02/11/2015	Roadside Assistance Contacted - DATE : 2015-02-11 Road Side File Created 02-11-15 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: 474 AVIATION RD 617 MAPLE AVE ********** QUEENSBURY SARATOGA SPRINGS NY USA NY VEH STALLED WHILE DRIVING///,VEH ANNOUNCED TO JENN DEALER CODE : [redacted] NEMER CHRYSLER JEEP DODGE RAM OF

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	JCDE49	**Vehicle**	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	02/17/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/18/2015	**Origin**	Chat	**Reason**	New Problem
Mileage	404 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	CHINO HILLS			[redacted]	USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	42698	GLENDORA CHRYSLER JEEP DODGE		**Dealer Phone**	9095999300
Dealer Address	931 SOUTH LONE HILL				
	GLENDORA		CA	91740 8202	USA
Dealer Zone	California	**Sales District**		**Service District**	O
Subject	Customer unable to add VIN to profile.				
Synopsis					
Customer Anomaly					
Contact Reason	C119	Mopar Owner Connect Technical Issues / Contents	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Websites - Mopar Owner Connect - Technical issue/lack of contents				

Case Status History

Create Date	Status
02/17/2015 02:26 AM	Open
02/18/2015 10:55 PM	Closed

Initial Description

0436000000-Corporate,Internet Transactions,Default,Default,Default,INTERNET TRANSACTIONS INQUIRY,Customer unable to add VIN to profile.

Case Comments

Date	Comment
02/17/2015	INCIDENT#[redacted] --- Customer contacted in looking for assistance in adding the vehicle to their account. Agent advised customer that agent is sending the file off to the technical team to have the issue resolved. Agent advised customer agent will contact them to advise this has been resolved. Customer thanked agent.
02/17/2015	Customer has created an Owner Connect account, but is unable to add VIN to profile. Complete VIN (s) - Include all currently owned vehicles[redacted] Customer (Owner) First, Middle & Last Name in MOC Profile:[redacted] Complete current address in MOC Profile: [redacted] CHINO HILLS , CA-[redacted] Current email address in MOC account & add to COIN: [redacted] System Error Messages: User does not exist Date when account was created: 02/15 Agent changes made to COIN (if applicable – be specific): n/a All related Customer IDs:[redacted] rowser customer is using to access Owner Connect: IE Uconnect Access Subscription (N)
02/17/2015	Status update provided via email to the following email address:[redacted] Dear[redacted] This email is to inform you that we have resolved your recent Owner's Center concern. We completely understand your frustration as you were not able to use the site in the capacity you expected. We certainly appreciate your patience as we looked into this matter for you. If going forward you should have any other questions or concerns arise, please do not hesitate to recontact us. I appreciate your patience throughout this process and hope this further enhances your ownership experience going forward. Sincerely, Jeff Customer Service Representative Dodge Customer Assistance Center End of Status Update

Email(s)

Date	**Subject**	Dear[redacted] This email is to inform you that	
From	**To**	**Sent Date/Time**	02/17/2015 20:53 PM

Dear [redacted],

This email is to inform you that we have resolved your recent Owner's Center concern.

We completely understand your frustration as you were not able to use the site in the capacity you expected. We certainly appreciate your patience as we looked into this matter for you.

If going forward you should have any other questions or concerns arise, please do not hesitate to recontact us. I appreciate your patience throughout this process and hope this further enhances your ownership experience going forward.

Sincerely,

Jeff

Customer Service Representative
Dodge Customer Assistance Center

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

VIN	[redacted]	**Model Year**	2015	**Brand**	
Body	JCDH49	**Vehicle**	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	03/09/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/06/2015	**Origin**	Letter	**Reason**	New Problem
Mileage	9,568 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted] .			**Source**	Customer
City/State/Country/Zip	LAND O LAKES			[redacted]	USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	68680	PHILLIPS CHRYSLER JEEP DODGE RAM		**Dealer Phone**	3527327577
Dealer Address	3440 SOUTH PINE AVENUE				
	OCALA		FL	34471 6615	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	C
Subject	Stalling				
Synopsis					
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/09/2015 05:24 PM	Unworked
03/09/2015 05:24 PM	Open
04/06/2015 03:42 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law
0118002500-Product,Drivability,Unknown,Stalling,Default,Stalling,Stalling

Case Comments

Date	Comment
03/09/2015	POSTMARK DATE: 030315; DATE RECEIVED: 030915
03/09/2015	Owner submits a mvdn to Chrysler via certified mail and received on 3-9-2015. It states the vehicle stalls and shudders when slowing down and shuts down when driving. Thios file will be forwarded to the bc for further review and handling.
03/10/2015	SEBC RECEIVED.
03/10/2015	031015 writer sent an owner ack/appt letter confirming receipt of mvdn and setting appt for owner to drop off veh to Phillips CJDR by 8:30 am on March 27 for Chrysler's inspection/repair for: (1) veh shudders and stalls when slowing down to a stop and stalls while driving dlr authorized that if requested to provide alt trans as customer goodwill gesture for duration of inspection/repair and to include the following explanation in the claim narrative as justification: "lemon law rental approved in cair [redacted]. writer advised ta/asm/sm of the above. If owner calls in regarding Lemon Law, please refer owner to Richard Wilcox at (407) 826-7035.
03/21/2015	Pending
03/27/2015	Vehicle is at the dealership - PHILLIPS CHRYSLER JEEP DODGE RAM (68680) Update triggered by S81442N
03/27/2015	032715 writer emailed sm and req sm contact writer if vehicle not at dlr as indicated above otherwised to contact ta if has not already done so for assistance.
03/27/2015	sm confirmed veh at dlr.
03/30/2015	033015 writer lm for sm to call writer.
03/30/2015	writer recd update from sm. sm reports that no codes found. have test driven 230 miles. npf. sm to review findings with ta.
03/31/2015	033115 writer spoke with sm. sm reports that put another 100 miles. npf. to contact ta with findings and for further instructions.
03/31/2015	writer recd update from sm. sm reports that reviewed findings with ta. ta authorized return of veh to owner. writer req sm email/fax writer copy of repair order and rental invoice if applicable.
04/01/2015	040115 writer emailed sm req confirmation veh returned to owner.
04/02/2015	040215 writer spoke with steve who confirmed veh return to owner. to fax writer copy of repair order and rental invoice. follow up letter sent.
04/06/2015	4/6/15 RECEIVED STATE BOARD ARBITRATION CASE [redacted].

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

VIN	[redacted]	***Model Year***	2015	***Brand***	DODGE
Body	JCEE49	***Vehicle***	DODGE JOURNEY SXT AWD HATCHBACK		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	03/10/2015	***CAIR Type***	Regular	***Status***	Closed
Close Date	03/11/2015	***Origin***	Telephone	***Reason***	New Problem
Mileage	1,000 Miles	***Market***	U	***Language***	English
Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted]
Caller Address	[redacted]			***Source***	Customer
City/State/Country/Zip	HOUSTON			[redacted]	USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	65233	HELFMAN RIVER OAKS CHRYSLER JEEP		***Dealer Phone***	7135243801
Dealer Address	4807 KIRBY DR				
	HOUSTON		TX	77098 5005	USA
Dealer Zone	Southwest	***Sales District***		***Service District***	G
Subject	Key Message and vehicle died				
Synopsis					
Customer Anomaly	Electronics				
	Key Fob / Remote				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	21	Key fob/remote problems
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/10/2015 06:00 PM	Open
03/11/2015 01:48 AM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,In warranty
0108110000-Product,Electrical,Remote/Key Fob,Default,Default,Remote/Key Fob,Key Message and vehicle died

Case Comments

Date	Comment
03/10/2015	Briefly summarize why the customer is contacting Chrysler: Customer [redacted] who works for Mohawk industries is calling in as the vehicle has stopped in her driveway. Caller said she saw a key message and it died. Briefly summarize what the customer is expecting: Caller wants to know if there is anything we can do. Caller said that she got it from Mac Haik. DLR # 45180 Mac Haik Dodge Chrysler Jeep 11000 North Fwy Houston, TX 77037 (281) 447-9500 - Agent called Mac Haik and spoke to SA Ellis and he said the vehicle hasn't been to the DLR since prep. SA Ellis suggested the customer call Roadside and have the vehicle towed. Agent advised that Roadside will only tow the vehicle to the closest DLR. -
03/10/2015	Agent gave the customer the closest DLR information and advised that it is 1.68 miles away from her zipcode 77019. DLR Code [redacted] Helfman River Oaks Chrysler Jeep Dodge 4807 Kirby Drive Houston, TX 77098 (713) 524-3801
03/10/2015	Agent also gave the customer the Roadside number and offered to call and she said she will talk to her husband first. 1 800 521 2779
03/10/2015	No Diagnosis.

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

VIN	[redacted]	***Model Year***	2015	***Brand***	DODGE
Body	JCDH49	***Vehicle***	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		***Line of Business***	CAC		Customer Assistance Center
Batch Case Information					
Open Date	03/25/2015	***CAIR Type***	Regular	***Status***	Closed
Close Date	04/06/2015	***Origin***	Telephone	***Reason***	New Problem
Mileage	1,572 Miles	***Market***	U	***Language***	Spanish
Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted]
Caller Address	[redacted]			***Source***	Customer
City/State/Country/Zip	YUMA			[redacted]	USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	66692	FISHER CHRYSLER DODGE JEEP RAM		***Dealer Phone***	9283442650
Dealer Address	349 EAST 32ND STREET				
	YUMA		AZ	85364 8205	USA
Dealer Zone	West	***Sales District***		***Service District***	K
Subject	Customer claims vehicle has stalled several times.				
Synopsis					
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/25/2015 12:34 AM	Open
04/06/2015 06:45 PM	Closed
04/06/2015 06:46 PM	Reopen
04/06/2015 06:46 PM	Closed

Initial Description

0427000000-Corporate,CNA Change,Default,Default,Default,Request for CNA Change,CNA up-to-date.
0109004200-Product,Engine,Unknown,Check Engine Lamp On/Flashing,Default,Check Engine Lamp On/Flashing,CEL on when vehicle stalls
0100002500-Product,Unknown,Unknown,Stalling,Default,Product Stalls,Customer claims vehicle has stalled several times.

Case Comments

Date	Comment
03/25/2015	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Customer claims that the vehicle has stalled several times, vehicle goes to the dealership and issue happens again. Briefly summarize what the customer is expecting: To have vehicle replaced. ****End structured narrative T2 - Beginning Narrative Customer claims that vehicle has stalled several times, at times the vehicle shakes and dies. Customer feels unsafe as this has happen several times and many times when customer has her daughter in the vehicle. Customer claims that dealership 66692 just contact her to let her know vehicle is ready. Customer expects that vehicle is replaced. Writer advised that our offices would need to speak to the dealership to verify concern. Writer offers assistance to get vehicle repaired and even consider compensation. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] Who has possession of the vehicle? Dealer Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? yes If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 66692
03/25/2015	* * * * * SPANISH CASE MANAGER TEAM - District 88 1 * * * * * *
03/25/2015	Purchased New 02/13/2015. Under Basic & Powertrain Warranty. Ownership - 1 New 1 Used 1 Currently. No Active or expired MVP plans. No Open or Completed Recalls.
03/25/2015	Dealership Contact: 66692 SM Bryan Davis n/a. Left vm with CM ext. 40552. Writer looking to verify concerns, Find out repair history and find out what was done to resolve this concerns.
03/25/2015	CONTACT UPDATE - Customer was contacted today at 12:18 PM MST. Customer Contact: Dialed [redacted] states to have yet to pick up vehicle. As per customer dalership offered to drop the vehicle off, customer declined because she wants to drive vehicle and get some type of assurance that vehicle will not stall again. Writer offered to call back again next business day to be sure concern has been resolved.
03/26/2015	Customer is calling requesting to speak with CM. Writer transfered customer to CM at EXT 40552.
03/26/2015	Customer Incoming Contact: Customer claims that vehicle just failed again. Customer states to be at the dealership again as vehicle stalled on a stop and would barely drive. Writer advised that our offices would contact dealership get information and contact customer back.
03/26/2015	Dealership Contact: 66692 SM Bryan Davis n/a. SA Ivan states that he is currently busy with a customer. Writer left CB information CM ext 40552. Writer looking to verify customers complains. Find out repair history and when a diagnosis would be available.
03/27/2015	SM Bryan Davis not available. SA Ivan states the SM is more involved, and has more information on this than he does. Writer was transferred to and left message on voicemail for SM for call back to discuss the case.

Date	Comment
03/27/2015	Agent attempted to contact dealer Service Manager (SM) Bryan, however, SM not available. Left message for a return call at extension 40654, or 40552 (for CM) The reason for the dealer contact was to provide or request the following information: To inquire about the diagnosis of the vehicle.
03/27/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40552. The reason for the customer contact was to provide or request the following information: to advise of lines 50-57. A call back is required by Monday 03/30/15.
03/27/2015	Customer contacted CM and advised that yesterday they advised her at the DLR that they would replace her vehicle with a new one. Customer inquire about a compensation offered to her by CM for all the trouble she went through with the vehicle. Writer advised customer that she would notate case but only his case manager could advise about compensation. A call back was advised for Monday 03/30/15.
03/30/2015	Customer contacted the writer requesting to contact her CM. Writer transferred the call to EJ126.
03/30/2015	Customer Incoming Contact: Customer states that since last week dealership decided to trade vehicle for a 2014 Chrysler Town & Country. Customer seeks compensation in means of an extended warranty to give customer peace of mind in the new vehicle. Writer advised that a call back would be made later today. Customer's new VIN is [redacted] and miles 28500.
03/30/2015	Dealership Contact: SA Ivan verified that sales department traded vehicle with customer, dealership still working on repairs to this vehicle.
03/31/2015	Customer Contact: Dialed [redacted] No answer left vm with CM ext. 40552. Writer seeks to offer customer MVP sc plan for pre-owned vehicle.
03/31/2015	Customer Incoming Contact: Customer accepts plan: Added Care Plus 7 year.
04/06/2015	CLOSED LOOP UPDATE - no need for additional follow-up.
04/15/2015	Customer looking for a callback. Customer claims that added Care plan information has been recived on new vehicle, customer has a question regarding the pay off.
04/15/2015	Customer Contact: Dialed [redacted] Customer states to have a balance of $48.00 for a finance charge when vehicle was waiting to be paid off. Writer advised to speak to dealership to see how this balance can be satisfied. Writer advised case being closed.

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

VIN	[redacted]	**Model Year**	2015	**Brand**	JEEP
Body	MKTE74	**Vehicle**	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	03/31/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/24/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	0 Miles	**Market**	U	**Language**	English

Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	ELLENWOOD			[redacted]	USA

Customer	[redacted]
Customer Address	
City/State/Country/Zip	

Dealer	42631	LANDMARK DODGE CHRYSLER JEEP		**Dealer Phone**	7709684900
Dealer Address	6850 MOUNT ZION BLVD				
	MORROW		GA	30260 3104	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	H

Subject	Hesitation or delay when shifting between gears
Synopsis	
Customer Anomaly	Gears & Transmission
	Shifter

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	46	Gear shifter issue

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
03/31/2015 10:30 AM	Open
04/24/2015 04:11 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0121010300-Product,Transmission / Transaxle,Gear Selector / Linkage,Hard Shifting,Default,Gear Selector / Linkage - Hard Shifting,Hesitation or delay when shifting between gears

Case Comments

Date	Comment
03/31/2015	CQI Survey Record Received - DATE : 03/31/2015 Survey Number : 5281240 Quality Survey ID Number: 290012581 Survey Date : 03/30/2015 VIN Last 8 : [redacted] CQI Comments : \transmission gears changing [redacted]
04/01/2015	Customer Survey Comments: Hesitation or delay when shifting between gears Please indicate driving condition where the shifting trouble is noticeable (check all that apply): City driving/stop-and-go traffic. when i come to a stop in traffic it seems to want to stall a little While driving on level roads. Maintaining a fairly constant speed on level roads. Please indicate approximate operating temperature when shifting trouble occurs (check all that apply): Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Approximate mileage when trouble was first noticed was: 1500 - 3999 miles. Going into which gear/gears does the trouble occur? (check all that apply) 1st Gear. How often does this trouble occur? Trouble occurs regularly. To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.
04/01/2015	***** Did Customer ask for call back? Yes - Automatically populated by customer Did Customer specify Email or Phone: Yes - Automatically populated by customer Customer's Preferred Method of Contact: Phone or e-mail. Preferred call back number is: [redacted] Preferred Email address: [redacted]@aol.com Mileage Updated? N/A - Automatically populated by customer Dealer code: 42631 Reason Codes Added? Yes Summarize Customer concern: Transmission Is the Concern for Radio only? [If Yes, sent to 86U] Is the Concern regarding a Fiat?[If Yes, sent to 86F] Reassigned to: 86T
04/21/2015	Writer called dealership to discuss customers concerns but was advised service is busy at this time.
04/22/2015	Writer called dealership to discuss customers concerns but was advised service is busy at this time.

Date	Comment
04/24/2015	Status update provided via email to the following email address: [redacted].com Hi [redacted], My name is [redacted], and I am following up on a survey that you recently completed regarding your 2015 JEEP PATRIOT. Our records show that your vehicle has not been diagnosed at a Jeep dealership for the concerns you are experiencing, and the dealership was unaware that you were having issues with your vehicle. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Jeep, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Jeep Customer Assistance at 1.877.426.5337. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thank You, [redacted] End of Status Update

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

VIN	[redacted]	**Model Year**	2015	**Brand**	
Body	JCEX49	**Vehicle**	DODGE JOURNEY R/T AWD HATCHBACK		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	04/09/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/18/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	3,500 Miles	**Market**	U	**Language**	English

Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	MADISON HEIGHTS			[redacted]	USA

Customer	[redacted]
Customer Address	
City/State/Country/Zip	

Dealer	65399	ROCHESTER HILLS CHRYSLER JEEP		**Dealer Phone**	2486529650
Dealer Address	1301 S ROCHESTER RD				
	ROCHESTER HILLS		MI	48307 3123	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E

Subject	CEL came on and vehicle stalled
Synopsis	
Customer Anomaly	Drivability
	Stalling

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	9	Vehicle Stalling

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
04/09/2015 09:42 PM	Open
05/18/2015 06:46 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Customer wants her vehicle bought back.
0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,Customer requesting rental vehicle
0118002500-Product,Drivability,Unknown,Stalling,Default,Stalling,CEL came on and vehicle stalled

Case Comments

Date	Comment
04/09/2015	Briefly summarize why the customer is contacting Chrysler: Rental Vehicle Briefly summarize what the customer is expecting: Customer said that her check engine light came on again and then her vehicle shut down on the freeway. Customer said that the dealership already was supposed to have fixed the vehicle for the check engine light coming on but it is on again and the customer said the dealership will not give her a loaner while they repair her vehicle. Customer said the vehicle is not at the dealership yet because of the fact they will not give her a loaner. Customer said she will work with any dealership but that Rochester Hills Chrysler was the one that was supposed to have fixed her issues already. Customer said that if they cannot repair her vehicle and get it so the check engine light does not come on then they should give her another vehicle.
04/09/2015	Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Customer email address for case updates: n/a Reassigned to 86R
04/09/2015	Customer that called was Mrs. [redacted] but [redacted] was there will her.
04/09/2015	Please amend line 20 to read Jonathon was there with her.
04/09/2015	Customer's email address is : [redacted]@gmail.com
04/09/2015	*****OUTBOUND CUSTOMER CONTACT ***** [redacted] Writer called the customer [redacted] to try to organize a rental, but the customer's vehicle is not at the dealership and they almost got hit by a big semi truck. Customer states the vehicle is now at her place of work, and the vehicle will drive for a few miles, but then it quits. Customer said the vehicle was at this dealership recently for the same issue, that was suppose to be resolved. Customer feels this vehicle is a lemon, since it is brand new and it is already having issues. Writer apologized and advised she would need to contact the dealership to try to set up a rental vehicle.
04/09/2015	*****OUTBOUND DEALER CONTACT ***** Dealer Code: [redacted] View dealer plan Dealer Name : ROCHESTER HILLS CHRYSLER JEEP Dealer Phone : [redacted] Writer called the dealership and talked to the service advisor (Steve). The SA confirmed the service manager (Christopher Scott) was not available but offered to assist. Writer wanted to authorize 3 days of rental for the mutual customer and add DM notes. The SA advised they close in an hour. Writer was going to call the customer to advise of this information. Writer provided the case and contact number

Date	Comment
04/09/2015	*****OUTBOUND CUSTOMER CONTACT ***** [redacted] Writer called the customer back, and the customer was worried she may not make it in time to the dealership. Writer called the dealership back, and talked to the SA Steve to see if the keys and paperwork could be set aside with the cashier or someone in sales. The SA advised the cashier Barb would have the keys and paperwork, and she is there until 9pm. Writer had noticed that there was a dealership closer, (Suburban Chrysler) but they didn't have rentals, and enterprise was already closed at 5pm. Writer was going to organize a tow for the customer and her husband [redacted] was going to get a ride to the dealership in Rochester to pick up the rental. Writer advised the file would be sent to our senior case management team for further handling, since this issue happened on 03/11/15. Writer verified the email address [redacted].com
04/09/2015	*****OUTBOUND ROADSIDE CONTACT ***** 1-800-521-2779 Writer called roadside to give the physical address of the vehicle : [redacted] Madison Heights, MI [redacted] . Writer talked to the roadside representative Lily to organize a tow. Writer provided the address, and asked if the vehicle could be towed to the Rochester Hills Chrysler, because the rental would be set up there too. The roadside representative advised that would not be a problem. The roadside representative said that the tow would probably arrive within the hour.
04/09/2015	Status update provided via email to the following email address: [redacted].com Hi Ms [redacted] I have organized roadside assistance for you, and the service provider will be calling you to confirm the ETA of arrival at your vehicle. Here is their number 1-800-521-2779 and your cell number is the reference. I will be escalating your file to a senior case manager for further handling. Thank you End of Status Update
04/09/2015	***REQUEST FOR SPECIAL HANDLING*** Reason for special handling request: Unresolved Issue Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] Customer email address for case updates: [redacted].com Would customer like to receive updates via text message? (Y) Mobile number: [redacted] Who has possession of the vehicle? Dealer Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y/N) Yes If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 65399 If a CDJR dealer has not diagnosed within 30 days, when is the customer's ppointment scheduled? Towed to the dealership Is the customer in a rental? (Y) Who authorized? Dealership From what date? 3 days of rental Customer advised that they will be contacted within one (1) business day, by COB their time Assigned case to 88F for Special Handling
04/10/2015	* * * * * CASE MANAGER TEAM - District 42 V * * * * * *
04/10/2015	[redacted] has been activated for text message communication.
04/10/2015	ISD 1/15/15 1 New / 0 Used No SC
04/10/2015	CONTACT UPDATE - Customer was contacted today and provided with agent's extension, 40565.
04/10/2015	Writer contacted customer to discuss vehicle condition and location of vehicle at this time. Vehicle is being diagnosed on Monday, 4/13. Determine status of vehicle repair and rental status.
04/10/2015	Contacted SA, Steve regarding vehicle being reviewed on Monday4/13. Extending rental through 4/15. Extension entered in to DM notes. No diagnosis at this time.
04/10/2015	Writer contacted customer to discuss vehicle repairs and approval of three days of rental. Confirmed with customer the dealer will be contacted Monday, 4/13 to discuss vehicle issues. Follow up wi9t5h customer to provide information and hear what selling dealer stated in regards to her request for different vehicle.
04/13/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by [redacted] ****** Hello Ms. [redacted] I will contact you tomorrow to further discuss your vehicle concerns. Thank you, Gardner Case Manager *****END OF TEXT MESSAGE SENT TO CUSTOMER******
04/13/2015	Text message received from [redacted]
04/14/2015	Writer spoke with SM Steve S., saying they are closed. Stated he is there tomorrow at 8:00 am. Stated I would follow up tomorrow.
04/15/2015	Writer spoke with SM Steve saying customer's vehicle came in on 03/11/15 for a mat sensor. Transferred me over to SA Chris saying that vehicle is there now. Customer has a vacuum leak. It does not happen all the time. They have to wait until it acts up so they can get this taken care. They have been in contact with the customer. Stated I would follow up with him on Friday.
04/17/2015	Writer left message with SA Chris asking about status of customer's vehicle.
04/17/2015	Writer spoke with customer saying they have picked their vehicle in from the dealership. Customer is saying it has been to the dealership at 2000 miles and now 3000 miles. Customer said that she thought it was fixed the first time. Stated the had to bring it back. Customer said that she does not feel safe in her vehicle, she would not want to be hit from behind by a semi and then what would Chrysler do for her then. Customer said she makes payments of 450.00 a month on her lease. Stated to customer there is a warranty on the vehicle which Chrysler honors. Customer is saying the parts are defective. Customer said this vehicle is a lemon, she does not want this vehicle. Stated to customer we do not qualify her for buy-back from this end. This is a state law. She would need to contact her state attorney. She can also contact the dealership sales department and see if they can trade her out of her vehicle. Stated I would send the file through.
04/17/2015	Stated to customer she would be contacted within 2 business days. Reassign to 91L.
04/17/2015	Customer contact number [redacted]
04/17/2015	********** 91L Review **********
04/17/2015	****ATTENTION CUSTOMER CARE AGENT**** This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history does not merit further review. Please continue case management in an attempt to resolve the customer's concern and/or issues.
04/17/2015	[redacted] called to speak to CM [redacted] ,who is not currently available. Writer warm transferred customer to CM WC300.
04/17/2015	**Inbound Call** Customer contacted the writer and was advised that she brought the vehicle to the DLR and as soon as she got the vehicle she was driving home and the vehicle shut off. Customer stated that she had a Big Rig coming at her, Customer stated she messed with the ignition and got the vehicle back on. Customer stated that she had the vehicle towed to her place of work. Customer stated that she needs a rental vehicle, Writer stated she would need to contact Enterprise for a rental tonight or contact the DLR on 4/18 and they would set the rental up for her. Writer stated we could reimburse, Customer stated that she refuses to set up the rental and refuses to get reimbursed for the rental out of pocket. Customer demanded a supervisor, Writer stated a supervisor would contact the customer within an hour. Customer disconnected the line.
04/17/2015	**********Supervisor Call********* Writer contacted customer at [redacted] Customer stated that the vehicle is not repaired and in her possession. Customer stated that she has not advised the dealership of her concerns as they are closed. Writer advised that rental can be discussed with the dealership on 4/20. Writer advised that if the customer requires a rental immediately that they can be reimbursed for the three days until 4/20. Customer stated that she is dissatisfied and that she should be released from her leasing plan and should not have to make the vehicle payment. Writer advised that CAC is for repair resolution and that CM will contact dealership 4/20.
04/20/2015	Customer is calling seeking to have her vehicle bought back. Agent attempted to transfer to CM but reached VM, customer disconnected
04/20/2015	Customer called requesting to speak to the CM [redacted], writer transferred the call to cm for further assistance.

Date	Comment
04/20/2015	Writer spoke with customer saying this is the 3rd time the vehicle has gone back to the dealership. Customer is saying that it is not safe driving the vehicle. Customer is saying that she wants Chrysler to buy back to vehicle and take it off the road. The vehicle is not fixed and they have not fixed it. Customer is saying the vehicle is back at the dealership. She took it back on Saturday. Customer has been put in a loaner by the dealership. Customer said her vehicle is not safe to drive. Customer is saying it is a lemon. Stated to customer we do not qualify her for buy-back, this is a state law. She would need to contact her state attorney. Stated to customer she can call the NCDS line. Gave customer phone number 866-662-4639. Stated to customer she can contact the sales department at the dealership. Customer said they refer her to Chrysler. Stated we do not do buy back from this end. It is done through the dealership. Stated to customer I have sent the file over and it has come back. Customer is saying she does not want to have the vehicle back. Customer said that she feels she will be in an accident and then who would be responsible. Customer said send the file over again. Stated to customer I will send over the file.
04/20/2015	Customer saying that she does not want this vehicle, it is not safe to drive. She is asking Chrylser to buy back her vehicle. She does not want to get in an accident with it. Stated I would send over the file.
04/20/2015	********** 91L Review **********
04/21/2015	>> A new I2R Case has been opened to further assist customer. Original CAIR number [redacted] is the same.
04/21/2015	***Tonya with the Chrysler Resolution Team is responsible for this CAIR. If the customer should call, please direct them to contact Tonya 214-583-2106, Monday-Friday, 8:00am-4:30pm CST. Thank you. ***Called dealer 65399 for status and RO information. Spoke with SA Steve stated SA Chris is who we need to speak with. LVM for SA Chris requesting a call back with update and RO's information and fax. ***Called customer and advised case assigned to new Case Manager for further review with contact information. Advised customer LVM with SA Chris for information and she is in a loaner. Customer stated CEL back on, all dashboard lights on and losing pressure. Customer stated these are the same issue as before. Customer stated the vehicle died in middle of highway and would not start and the vehicle been at dealer for two days now (4/18/15) for a 3rd time. Chrysler needs to buy back the vehicle because it is not safe and she almost lost her life it she was not able to get the vehicle off the road onto the side. Customer stated the vehicle is not at 3000 miles yet and believe the vehicle is a manufacture defect. Customer stated every time she pick up the vehicle it supposed to be fixed and not. Customer stated she printed out papers and will file papers to the stated and have already called Arbitration team. Customer stated after two days if no resolution will file papers with the state. Advised customer will close case if she files Lemon Law. Advised customer will follow up on 4/23/15 after hear from SA Chris.
04/25/2015	Called dealer, service extension goes to voicemail. Left message requesting return call from SA to confirm status and repairs.
04/25/2015	Called customer to follow up on vehicle status. Apologized unable to touch base with dealer today. Customer states this is the third time vehicle has stalled and put her life in danger. States she will never feel comfortable with the vehicle, and Chrysler should buy it back to get it off the road. Apologized and sympathized with customer's concerns. Advised we are glad no one was hurt and will involve technical assistance for the dealer to ensure issues are identified and resolved before returning vehicle. Customer states that's what she was told the first two times. I apologized and advised we will work for the best resolution possible but cannot guarantee replacement. Customer states vehicle only at Rochester Hills (65399) because it is close to work. States [redacted] (45196) was willing to pick up vehicle and repair for her. Advised we will contact both dealers and have more information on next course of action Monday or Tuesday.
04/27/2015	***Called dealer 65399 and LVM requesting a call back for status update information. Called dealer 45196 to see if dealer is going to pick up customer vehicle from dealer 65399 for repairs. Dealer closed.. ***Called customer and advised LVM for dealer to return our call. Customer stated dealer 45196 stated she need to speak with us first before picking up the vehicle from dealer 65399 since there is RO history. Customer stated dealer 65399 have not diagnosis her vehicle yet and have had it since last Friday and stated it may be wiring issue but not sure. Advised customer we have other resource to aide in assistance with the repair if dealer 65399 not able to find the issue. Advise customer will call dealer 65399 SA Chris tomorrow morning for status update and follow up with her.
04/28/2015	***Called dealer 65399 for status update information. SM Steve stated still working on vehicle and will involve STAR to figure out what is wrong with the vehicle. SM Steve stated have not talked to Technician to test drive the vehicle and Technician supposed to contact Star for assistance and hopefully he did. SM Steve stated SA Chris is the advisor and provided updated RO [redacted] information (date out, miles out and repairs subject to change). ***Called customer to advise of what SM stated. Customer stated she is not happy and what can she do to waive one of her vehicle payment of around $450.00 and buyback. Advised customer reimbursement is not problem and we can discuss after repairs. Advised customer buyback no guarantee but will review account for all possible options. Advised customer when STAR is involved that is a good thing because more advanced and vehicle will be repaired back to normal operation. Advised customer we have access to STAR case for diagnosis/repair. Will follow up on 4/30/15.
04/29/2015	********** Agent contacted SM Steve who advised that he will be test driving vehicle further today but they cannot duplicate concerns up to this point in time.
04/29/2015	91A handling file at this time.
05/01/2015	***Called dealer 65399 for status update information. Closed. ***Called customer and advised will dealer closed and will follow up tomorrow for status. Customer stated dealer cannot figure out if it is the manifold or electrical wire issue. Customer stated vehicle has 3500 miles on vehicle due to dealer test driving he vehicle and when she took in she only had 3000 miles on the vehicle. Customer stated she want us to buyback the vehicle because she does not trust the vehicle. Customer stated she almost died in the mid freeway. Advised customer will take everything into consideration for final resolution. Will follow up tomorrow.
05/02/2015	***Called dealer 65399 (three times) for status update information. LVM for SA and SM Steve for a call back. ***Called customer and advised LVM for SA to call us back and if we have to will contact SM, GM, AM to get status information if we have not heard back from the dealer. Customer stated dealer have had vehicle for 30 days now.
05/05/2015	***Called dealer 65399 for SM Steve. Advised SM Steve received his VM in regards to unable to duplicate the customer concern after test driving the vehicle with a flight recorder on it to be able to get the vehicle to act up but still nothing. SM stated there are codes stored in system to justify complaint. SM Steve stated this is the third time the vehicle been there since dealer installed map sensor part per technician/STAR and throttle body. Advised SM Steve no STAR case open. SM Steve stated will open STAR case again. ***Called Customer and advised of conversation with SM Steve. Customer stated the dealer have had her vehicle over 30-45 days and we want her to sit back to wait on diagnosis again at less than 3000 miles. Customer stated her vehicle been at dealer two/three times for same issue and we need to buyback the vehicle and then destroy it. Advised customer we have other alternative options and after repairs can discuss and will take everything into consideration for final resolution. Advised customer one option is to involve STAR although dealer stated STAR was involved. Customer stated the only option is to buyback the vehicle or she will file lawsuit, hire attorney and go viral to sue us that will justify the concerns with the vehicle and we will end up paying alot more money. Advised customer if she hire an Attorney we will be forced to step away and close the case. Customer stated she is paying vehicle note and insurance for a vehicle she does not have and still in loaner with no timeframe of repairs. Advised customer cannot provide timeframe but will be less than 30-45 days. Customer stated she will give us until the end of this week for repair completion and if not she will take the step toward retaining/go to/an Attorney General. Advised customer will follow up every two days and on 5/7/15.
05/05/2015	Escalation call: - Called customer at advised their called was escalated to me by their CM. Customer states that they want a replacement/repurchase because they no longer feel. The last incident they happened they were on the highway and were almost hit by a tractor trailer, if the vehicle had not turned over when it did they would have been hit by the large truck. Customer states she is giving it until the end of the week to resolve all their issues and the vehicle only has 3600 miles on it. Advised customer I will speak with their CM to try and have this resolved as soon as possible, though not promises were made to the customer at this time.

Date	Comment
05/08/2015	Contacted Rochester Hills Chrysler Jeep Dodge (65399) and spoke with SA Steve. He advised the vehicle is currently in for service and the concern has not been duplicated. - Contacted the customer at [redacted] and advised of the current vehicle status. The customer stated she does not want an update of the same thing she has been told previously. The customer stated she only wants a call from Tonya with a resolution or someone higher up than
05/08/2015	Tonya.
05/11/2015	MR J [redacted] called for an update, writer informed customer to call the number on line 208 and 209.
05/12/2015	Briefly summarize why the customer is contacting Chrysler: Customer can't get in touch with CM and vehicle has been at the DLR for 30 days. Briefly summarize what the customer is expecting: Customer is expecting a return call from CM, Tanya. Agent transferred the customer to CM, Tanya at # 214-583-2106 and customer left a VM for a return call.
05/12/2015	***Called customer and advised we are reviewing the case for another alternative option with no guarantee. Customer stated she is tired of waiting and the dealer has had her vehicle for 30 days and is not doing anything to her vehicle because it is just sitting at dealer and she wants us to provide a resolution today. Advised customer to give us 2 days to alternative option because she spoke with NJ189 that escalated to Supervisor, Supervisor contact her in 24/48 hours and then NJ189 called her again due to not here in office in which we have been in touch with her. Customer stated we need to reimburse her for 4 month payment reimbursement (400.00 monthly), rental out of pocket, expensive for rental, inconvenience and the tragic accident she was almost in.
05/12/2015	Advised customer she must speak with dealer to buyback the vehicle
05/12/2015	Customer stated if we do not buy back vehicle she will hire an Attorney
05/13/2015	***Correctly adjusted tickler to 5/14/15**Per notes line 352-353***
05/14/2015	*** LaDonna with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact LaDonna directly at (214) 689-7954, Monday – Friday, 9:30am–6:00PM CST. Thank you***
05/14/2015	--Placed call to dealer 65399. Called dealer twice. Each time it went straight to VM. Called 3rd time and asked to speak to SM. Spoke to SM Steve and stated that I need to check on customers vehicle. Stated to SM its showing the vehicle has been in the dealer for over 30 days. PER SM Update- They are Unable to duplicate the concern. The vehicle is being driven at least twice a day, once by himself (SM) and once by Tech. According to the SM they drive it with a flight recorder as well. He noted they have driven it around 150 miles with no luck duplicating it. SM stated they opened STAR case. I asked what day it was opened as we are not showing it in our system. SM then stated he doesn't show one as well and his technician was supposed to open it last week. He advised will have technician open a STAR case. Thanked him for his time and getting the STAR case started. Call ended.
05/14/2015	--Placed call to customer explained to her the information collected from the dealership as well as escalation to TAPS. She advised at this point the only resolution sis to buy this vehicle back or she will be seeking an attorney as of Monday. I apologized to her for the inconvenience and noted that I cannot guarantee her a resolution by Monday but I will attempt to get a resolution for her by then.
05/14/2015	****** Following Corporate Resource has been contacted ****** TAPS on 2015-05-14 @ 16:45
05/15/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
05/15/2015	--Placed call to customer at [redacted] Stated customer is being offered a Replacement vehicle and process may take up to 30 days, so she will be responsible for her current vehicle until then. Advised she will be going to the Replacement department from this point. Customer states she doesn't want the replacement. She wants us to buy the vehicle back, and give her 5 months' worth of payments, and 5 months' worth of insurance payments. Noted will speak to my supervisor and see if that is something that can be offered as she is declining the Replacement. Follow up 05/18 as originally promised.
05/18/2015	--Placed call to customer. Advised I did speak to a superior and that I am able to offer the Replacement to her but I am not the one who is able to offer a buy back. Stated to customer that if she accepts the offer, the next department she is going to will be able to look into that. Customer asked about the 5 months of care payments and 5 months of insurance payments. I stated that I cannot offer her that. She stated that she is getting the replacement but what is the compensation for what she has been through. I noted the replacement is the compensation, but I cannot extend to her a reimbursement of 5 months of car payments and 5 months of insurance payments. She asked if the next level will give her that. I noted I cannot guarantee that they will extend that to her, I don't think that they are able to. She noted that if she has to sue that she will get 1.5 times that amount, plus her buy back, and her attorney's fees, and her court costs. I advised if she wants to take the route of arbitration I can get that information for her. She states she already has the lawyers on stand by and they are itching to take this case. I apologized for the inconvenience and restated that the replacement is all I can offer. She accepted and stated she will discuss the car payments and insurance payments with the "next level". Stated to customer that someone will be contacting her in the next 7-10 business days. She understood.
05/18/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
05/22/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION

Email(s)

Date	***Subject***	Hi Ms. [redacted] I have organized roadside assistance	
From	***To***	***Sent Date/Time***	04/09/2015 23:28 PM
Hi Ms. [redacted] I have organized roadside assistance for you, and the service provider will be calling you to confirm the ETA of arrival at your vehicle. Here is their number 1-800-521-2779 and your cell number is the reference. I will be escalating your file to a senior case manager for further handling. Thank you			

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

VIN	[redacted]	**Model Year**	2015	**Brand**	
Body	JCEX49	**Vehicle**	DODGE JOURNEY R/T AWD HATCHBACK		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	04/10/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/10/2015	**Origin**	Roadside Assistance	**Reason**	New Problem
Mileage	3,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	N/A			**Source**	Customer
City/State/Country/Zip	MADISON HEIGHTS				USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	65399	ROCHESTER HILLS CHRYSLER JEEP		**Dealer Phone**	2486529650
Dealer Address	1301 S ROCHESTER RD				
	ROCHESTER HILLS		MI	48307 3123	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	Roadside Services - Warranty unknown symptom				
Synopsis					
Customer Anomaly					
Contact Reason	C94	Roadside coverage	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - Roadside Assistance - Coverage Inquiry				

Case Status History

Create Date	Status
04/10/2015 06:03 AM	Open
04/10/2015 06:03 AM	Closed

Initial Description

0430010000-Corporate,Roadside Services,Warranty,Default,Default,Roadside Services - Warranty unknown symptom,Roadside Services - Warranty unknown symptom-Please refer to Case Comments

Case Comments

Date	Comment
04/10/2015	Roadside Assistance Contacted - DATE : 2015-04-10 Road Side File Created 04-10-15 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: 26150 JOHN R ROAD 1301 ROCHESTER RD W COWAN AVE MADISON HEIGHTS ROCHESTER HILLS MI USA MI CX NEEDS TOW, VEH IS STALLING OUT WHILE DRIVING, C DEALER CODE : 65399 ROCHESTER HILLS CHRYSLER JEEP

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

VIN	[redacted]	**Model Year**	2015	**Brand**	
Body	JCEX49	**Vehicle**	DODGE JOURNEY R/T AWD HATCHBACK		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	04/10/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/10/2015	**Origin**	Roadside Assistance	**Reason**	New Problem
Mileage	3,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	N/A			**Source**	Customer
City/State/Country/Zip	MADISON HEIGHTS				USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	65399	ROCHESTER HILLS CHRYSLER JEEP		**Dealer Phone**	2486529650
Dealer Address	1301 S ROCHESTER RD				
	ROCHESTER HILLS		MI	48307 3123	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	Roadside Services - Warranty towing of vehicle				
Synopsis					
Customer Anomaly					
Contact Reason	C94	Roadside coverage	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - Roadside Assistance - Coverage Inquiry				

Case Status History

Create Date	Status
04/10/2015 06:03 AM	Open
04/10/2015 06:03 AM	Closed

Initial Description

0430010100-Corporate,Roadside Services,Warranty,Towing,Default,Roadside Services - Warranty towing of vehicle,Roadside Services - Warranty towing of vehicle

Case Comments

Date	Comment
04/10/2015	Roadside Assistance Contacted - DATE : 2015-04-10 Road Side File Created 04-10-15 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: 26150 JOHN R ROAD 1301 ROCHESTER RD W COWAN AVE MADISON HEIGHTS ROCHESTER HILLS MI USA MI CX NEEDS TOW, VEH IS STALLING OUT WHILE DRIVING, C DEALER CODE : 65399 ROCHESTER HILLS CHRYSLER JEEP

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

VIN	[redacted]	**Model Year**	2015	**Brand**	JEEP
Body	MKJE74	**Vehicle**	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
Customer Provided VIN		**Line of Business**	CAC		Customer Assistance Center
Batch Case Information					
Open Date	04/15/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/15/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	248 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	4[redacted]
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	POTTSTOWN				[redacted]SA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	43232	JEFF D'AMBROSIO CHRYSLER JEEP		**Dealer Phone**	6102699500
Dealer Address	1221 E LANCASTER AVE				
	DOWNINGTOWN		PA	19335 3357	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A
Subject	Vehicle jerks, slows down, and stops when pressing on the gas.				
Synopsis					
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/15/2015 12:29 PM	Open
04/15/2015 05:49 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0118002800-Product,Drivability,Unknown,Hesitation/No Power,Default,Hesitation / No Power,Vehicle jerks, slows down, and stops when pressing on the gas.

Case Comments

Date	Comment
04/15/2015	Briefly summarize why the customer is contacting Chrysler: She purchased her vehicle on 04/04/2015 and just 2 days after buying it, it started acting up and states that at 30 MPH when she takes her foot off the gas it would jerk then it would come to a complete stop. On Friday 04/06 on her way to the dealership she was driving on the highway going 60 MPH and states it slowed down to 40 MPH. The sales man went with her for a test drive and he said he felt it, then the service person said it’'s normal, then the two of them went for a test drive together and both said it's normal. She states that[redacted] in service told her he’'d call her on Monday to find out how it's driving but no one ever called her and states she shouldn't have to keep taking it back being it's a brand new vehicle and states she needs a rental or a loaner if she has to take it back again. Briefly summarize what the customer is expecting: To have her vehicle fixed and be provided with a loaner or a rental vehicle. Agent called[redacted] Dealer Code: 43232 and spoke with Samantha in service who states there is no record that the customer was there for this issue. Writer returned to the customer to advise her that she does not have rental coverage and explained that the vehicle must be at the dealership before we can look into a possible loaner or rental vehicle then advised her to call back if she requires further assistance. The customer thanked writer for assistance.
04/15/2015	Correction to line 7: it's Correction to line 9: it's
04/15/2015	Requesting a survey bypass for no diagnosis.
04/15/2015	Customer called in asking if she should go to same DLR or if she could go to another. Agent advised her that she can work with any CJDR DLR for her in-warranty repars.
04/17/2015	Briefly summarize why the customer is contacting Chrysler: Customer is calling because she was hoping to get her appointment a little closer to now. Agent spoke with the DLR and her appointment is on Monday and set up with a rental during repairs. Briefly summarize what the customer is expecting: Customer will call back if anything happens over the weekend with the vehicle.
04/20/2015	Customer contacted Chrysler to see why she has to go back in Wednesday so she can take a rental patriot for a couple days. Customer stated they should have done this the day she already had it in. Customer also stated that she talked to another lady that had the same type of vehicle and she doesn't have the same problem. Customer just wanted concerns documented.
04/23/2015	Customer states on 04/20/2015 they had the vehicle diagnosed and the dealership was unable to duplicate. Customer was provided rental while more diagnostics are looked into further. This morning customer asked to pick up the vehicle. Dealer still can't duplicate the issue. Customer feels it is still downshifting hard. The turn signal is loose too. Customer will drive longer and see if things progress or get better. Customer may bring the vehicle into a different dealer for a second opinion. Customer states every time they drive the vehicle at 40-45 mph at low speeds its bad. Agent informed customer their concerns are noted, and their plan is a good idea, and if anything is diagnosed or changes to contact us back. Customer understood.

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	JCDR49	**Vehicle**	DODGE JOURNEY CROSSROAD FWD HATCHBACK		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	04/16/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/20/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	100 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	DENVER			[redacted]	USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	44067	CHRISTOPHER'S DODGE RAM INC		**Dealer Phone**	3032387311
Dealer Address	16655 WEST COLFAX AVE				
	GOLDEN		CO	80401 3866	USA
Dealer Zone	Denver	**Sales District**		**Service District**	D
Subject	Hard Copy Manual Order				
Synopsis					
Customer Anomaly					
Contact Reason	C58	Owners Manual Request	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Warranty - Documentation - Request for Vehicle's Manuals				

Case Status History

Create Date	Status
04/16/2015 01:35 AM	Open
04/20/2015 10:21 PM	Closed

Initial Description

0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,what specifications are on vehicle
0468000000-Corporate,Hard Copy Manual Order,Default,Default,Default,Hard Copy Manual Order,Hard Copy Manual Order

Case Comments

Date	Comment
04/16/2015	An order for printed owner materials has been placed with our fulfillment house The following items have been selected: Warranty Owner's Manual Uconnect 8.4/8.4N Supplement
04/16/2015	Briefly summarize why the customer is contacting Chrysler: Customer contacted wondering how he can see what was exactly put onto his vehicle. Customer states dealership gave him our number because they couldn't give him that information. Customer states that he test drove a white journey but didn't want the white model. Customer states that dealership said that the black model would have all the same specifications including the towing. Customer states he just wanted to make sure he had the full towing package and would like to know what towing parts such as the frame and hook were put onto his vehicle. Customer would also like to know what the Sentry Key Theft Deterrent System is. Agent guided customer through getting equipment listing through Dodge.com. Agent advised customer that the parts department would be best qualified to give specifics on which towing parts based on the packages (Trailer Tow Prep Group, Trailer Tow w/4-Pin Connector Wiring). Agent also inquired if customer would like the owners, warranty and uconnect manuals. Agent sent manuals. Briefly summarize what the customer is expecting: Reason for Dealer Contact: getting part information to see if the towing package as promised was actually on the vehicle and to see what a Sentry Key Theft Deterrent System Dealer Code: 44067 Dealer Personnel Required: Customer's Preferred Method of Contact: Phone Customer Phone Number (Morning): Customer Phone Number (Evening) [redacted] Customer Email address: Reason for assigning to Resolution Team: Dealership closed Assigned to 86T
04/16/2015	Dealer contact 04/17/15
04/17/2015	*****OUTBOUND DEALER CONTACT ***** Dealer Code: 74-44067 View dealer plan Dealer Name : CHRISTOPHER'S DODGE WORLD INC Dealer Phone : 303-238-7311 Writer called the dealership and talked to Ed in parts. The SA confirmed the vehicle has the 4 -pin connector for a "light trailer" to be hooked up if needed. The SA advised the sentry key system, it has the feature -- if the vehicle is stolen, the vehicle will respond, and if someone tried to drive away, the vehicle would only go a short distance, and then it would shut down. Writer asked if this information would be in the manual that was sent out. The SA confirmed it should be. Writer thanked the SA for the information
04/20/2015	*****OUTBOUND CUSTOMER CONTACT ***** [redacted] Writer called the customer to advise of lines 40-46. Customer wanted to know what the trailer tow prep group was. Writer advised the parts department may know, and the customer could call as the writer is not technically trained. Writer also advised the information would be in the owner's manual or online. Customer was going to call the dealership and talk to the parts department .

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

VIN	[redacted]	**Model Year**	2015	**Brand**	JEEP
Body	MKJM49	**Vehicle**	JEEP COMPASS LATITUDE 4X4 SPORT UTILITY 4-DOOR		
Customer Provided VIN		**Line of Business**	CAC		Customer Assistance Center
Batch Case Information					
Open Date	04/24/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/24/2015	**Origin**	Roadside Assistance	**Reason**	New Problem
Mileage	420 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
City/State/Country/Zip	CHESTER				USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	37058	R I SURESKY & SON INC		**Dealer Phone**	8452945177
Dealer Address	RTE 17A HATFIELD				
	GOSHEN		NY	10924	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	D
Subject	Roadside Services - Warranty vehicle boost				
Synopsis					
Customer Anomaly					
Contact Reason	C94	Roadside coverage	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - Roadside Assistance - Coverage Inquiry				

Case Status History

Create Date	Status
04/24/2015 06:00 AM	Open
04/24/2015 06:00 AM	Closed

Initial Description

0430010200-Corporate,Roadside Services,Warranty,Boost,Default,Roadside Services - Warranty vehicle boost,Roadside Services - Warranty vehicle boost

Case Comments

Date	Comment
04/24/2015	Roadside Assistance Contacted - DATE : 2015-04-24 Road Side File Created 04-24-15 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: 328 SUGARLOAF MOUNTAIN RD RTE 17A HATFIELD HILLVIEW TER CHESTER GOSHEN NY USA NY STALLED WHILE RUNNING//,STALLED WHILE RUNNING,VEH DEALER CODE : 37058 R I SURESKY & SON INC

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

VIN	[redacted]	**Model Year**	2015	**Brand**	JEEP
Body	MKTE74	**Vehicle**	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
Customer Provided VIN		**Line of Business**	CAC		Customer Assistance Center
Batch Case Information					
Open Date	04/28/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/18/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	1,762 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	TUSTIN		[redacted]		USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	43174	TUTTLE-CLICK'S TUSTIN CHRYSLER		**Dealer Phone**	7147304600
Dealer Address	40 AUTO CENTER DRIVE				
	TUSTIN		CA	92782 8401	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	customer states unresolved gas pedal issues				
Synopsis					
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/28/2015 07:25 PM	Open
05/06/2015 05:51 PM	Closed
05/28/2015 01:53 AM	Reopen
06/18/2015 04:52 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,Rental Vehicle
0118002500-Product,Drivability,Unknown,Stalling,Default,Stalling,Stalling
0121000300-Product,Transmission / Transaxle,Unknown,Hard Shifting,Default,Transmission / Transaxle - Hard Shifting,Transmission / Transaxle - Hard Shifting
0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,dent
0100002800-Product,Unknown,Unknown,Hesitation/No Power,Default,Product Hesitates or Has No Power,customer states unresolved gas pedal issues

Case Comments

Date	Comment
04/28/2015	Briefly summarize why the customer is contacting Chrysler: Customer called stating she upset with her new vehicle as its brand new and already had to be serviced now a third time. Customer states that when she first got the vehicle before she even took it off the lot there was a dent it in. Customer states that service made an appointment with her but never ended up fixing the vehicle. Customer states that they finally came on 04/21/2015 they towed the vehicle from her work because the gas pedal was full on to the ground but there was no movement in the car. Customer states she had to get enterprise for a rental. Customer states she got the vehicle back 03/24/2015 and the condition she received the vehicle in was horrible it had no gas and was dirty. Customer states she go the dealership to cover the cost of the gas but she had to clean it herself. Customer states as she drove off with her vehicle it still didnt feel right. Customer states she called the dealership and spoke to their SM AL explaining that there is no power when she goes to hit the petal all the way down and no lights on the dash. SM told customer an update was necessary on the vehicle so they completed it. Customer states that yesterday she was told someone would pick up her vehicle to look at it once again as she still is having the gas pedal issues but no one came and its lunch time so she texted the dealership. Customer states she is bringing the vehicle back to the dealership tonight. Customer states she feels like she got a lemon because this is unacceptable all the issues she's been having. Agent called TUTTLE-CLICK'S TUSTIN CHRYSLER 43174 and was advised that SM AL was away but they had SM BRETT. SM BRETT stated he was familiar with the customer and that he can tell the customer is not happy with her vehicle and has been to the dealership a lot with the issue. SM states they haven't been able to see anything wrong with it as they compared it to another vehicle on the lot and they aren't seeing any engine lights, codes, or anything in the system. SM states that's why they've reached out to STAR seeking assistance. SA states that it could just be that the customer is not used to the way the transmission shifts in these newer vehicles, because he understands what she's talking about and it could just be the way the vehicle is made. SM states even though they can't duplicate the issue he believes the customer is experiencing something with the gas pedal issue. SM states that he's having the customer come by the dealership tonight and will put her in another rental. SM states that he will also go for a test drive with the customer to see if they can experience the issue. Briefly summarize what the customer is expecting: ***REQUEST FOR SPECIAL HANDLING*** NIC of TL consulted: Reason for special handling request: Preferred morning/midday call back number is (Preferred afternoon/evening call back number is Customer email address for case updates: com Would customer like to receive updates via text message? N Mobile number: Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Y If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: Time: Confirmed appointment at [dealer code] with [name] Is the customer in a rental? N Who authorized?
04/28/2015	From what date? Customer advised that they will be contacted within one (1) business day, by COB their time Assigned case to 88F for Special Handling
04/28/2015	*** LINE 51-52 DEALER NAME AND CODE: TUTTLE-CLICK'S TUSTIN CHRYSLER 43174 *** LINE 41 TL CONSULTED: ML1082
04/29/2015	*****CASE MANAGEMENT – DISTRICT O***** Vehicle within warranty 1 Chrysler vehicles in household, 1 new and 0 used MVP Contracts = Customer is the original owner Customer email:
04/29/2015	Agent attempted to contact dealer Service Manager berg, however, SM not available. Left message for a return call at extension 40655 The reason for the dealer contact was to provide or request the following information: Writer ill like to know if vehicle is currently at the dealership. If vehicle isn't at the dealership writer will like to know when the last time the vehicle was at the dealership was.
04/30/2015	Writer attempts to contact customer a leaves a VM stating to be customer CM. Writer is requesting a callback 800-763-8422 ext.40655. Writer will follow up on 04/30/15.
04/30/2015	CONTACT UPDATE - Customer was contacted today at Customer was provided with agent's extension: 40655.
04/30/2015	Status update provided via email to the following email address: com My name is Patty and I have been assigned as your Case Manager. This email is conformation that your case, 26888879, successfully escalated to me for repair resolution. After I review the details of your case I will be calling you at your preferred 562-889-6258. My office hours are 7:15 am to 3:45pm MST, Monday – Friday. My contact information is 800-763-8422 ext. 40655.If your preferred telephone number mentioned above isn't correct, please reply with the correction. I will follow up with you on 04/30/15 with any updates about your case. Thank you for being a part of the jeep family! End of Status Update
04/30/2015	******PER LINE 71 customer has no SC. *********
04/30/2015	Writer received a VM from customer stating that the vehicles are currently at the dealership. SM is requesting a callback 714-730-6420.
04/30/2015	Writer attempts to contact SM at 714-730-6420 but number is not in service.
04/30/2015	Writer attempts to contact SM Berg at 714-730-4600 leaves a VM requesting a callback at 800-763-8422 ext.40655.
04/30/2015	Status update provided via email to the following email address: .com I understand your vehicle is currently at the dealership. I will reach out to the dealership today to attempt and discuss your case further. If you have any questions I can be reached at 800-763-8422 ext.40655 or reply to my email. Thank you for being a part of the jeep family! End of Status Update
05/01/2015	Writer received a VM form customer on n04/30/15 requesting a callback to discuss case over.
05/04/2015	Writer attempts to contact SM 714-730-4600 leaves a VM requesting a callback at 800-763-8422 ext.40655.
05/04/2015	Writer contacts SM Bert at 714-730-4600 to see when was the vehicle picked up. SM explains that at this time there were no repairs recommended per STAR. Vehicle is working normal. Customer was in rental from 04/28/15-05/02/15. SM is requesting assistance with rental. Vehicle has been picked up. SM explains that at this time customer isn't satisfied with the vehicle. Update mileage 974.
05/04/2015	Was the customer in a rental? If yes, how many days?4 days covered by CAC Did the customer have a co-pay? If yes, how much? no What is the RO # Does the SM have the CAIR #? If no, provide it. Yes Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Yes
05/04/2015	Customer seeking rental assistance because dealership was working with STAR. Contacted Service Manager, Bert at 43174 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 4 days of rental per Warranty guidelines Rental authorization will be processed by CAC. CAC will cover rental from 04/28/15-05/02/15.
05/04/2015	Writer attempts to contact customer at 562-889-6258 leaves a VM stating to know customer has picked up with the vehicle. Writer explains to reach out to our internal resources and there isn't any repairs recommended. Writer is requesting a callback before 05/06/15. Writer will attempt to contact customer for the last time then.
05/06/2015	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative CLOSED LOOP UPDATE - no need for additional follow-up.
05/06/2015	***DISMISS LINES PER 141-144****
05/06/2015	Writer hasn't heard back from customer. Case is being closed.
05/28/2015	Briefly summarize why the customer is contacting Chrysler: Customer states she picked up her vehicle and 4 days later she took the vehicle back to the dealer for the same issue for the third time. Customer states she does not feel safe in the vehicle and would like Chrysler to replace the vehicle Agent advised customer would escalate the cair and a CM will contact her in 1 - 2 business days Briefly summarize what the customer is expecting: Customer informed a call back is required and will take place within 1-2 business days. Preferred Morning/Midday call back number is Preferred Afternoon/Evening call back number is Customer email address for case updates: com Who has possession of the vehicle? (Owner/Dealer/IRF) dealer Is this a request for Lemon Law, buy-back or replacement? replacement Reassigned to 91L
05/28/2015	********** 91L Review **********

Date	Comment
05/28/2015	DLR SM Brett called in regarding the case and message left. Agent was unsure of what information the previous agent was searching for. DLR confirmed that the vehicle is back at the DLR
05/29/2015	DLR SM Brett contacted and advised Agent that there was nothing wrong with the vehicle
06/01/2015	Customer stated that she would like to speak with a supervisor regarding her case. Customer stated that the DLR is advising her that there is nothing wrong with her vehicle and this is not acceptable. Customer stated that she would be contacting an attorney if she does not get resolution. Agent advised customer that her case is being reviewed by another department and she would be receiving a call back within 5 business days as she lives in California as per Answer ID[redacted] to discuss her request and the supervisor would be providing the same information. Customer thanked the agent and disconnected the call.
06/01/2015	****ATTENTION CUSTOMER CARE AGENT**** This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history does not merit further review. Please continue case management in an attempt to resolve the customer's concern and/or issues.
06/03/2015	Writer contacts SM Brett at 714-730-4600 to see if customer vehicle is currently at the dealership. SM explains that the last time the customer was in was on 05/27/15 but nothing was ever duplicated. Customer is concerns with the vehicle losing power or hesitating. Update on mileage is 1,734.
06/04/2015	Writer attempts to contact customer at [redacted] leaves a VM requesting callbac at 800-763-8422 ext.40655 to discuss case. Writer will follow up on 06/05/15.
06/04/2015	DLR called to talk to PI41 Agent transferred him.
06/04/2015	Writer received a call from customer stating there is still a concern with the vehicle stalling. She states she only had the vehicle for two months and it stalled on her three times. Writer explained that at this time the dealership hasn't been able to duplicate the vehicle losing power and therefor there hasn't been any repair completed. Customer states that she feels that only because there isn't a red light coming on or detected means the vehicle is safe to drive or doesn't need any repairs. Customer feels like it's the dealership fault that there are no problems found. Customer advised CM to get her lawyer involved if nothing is resolved. Writer advised that at this time the customer should return to the dealership for further concerns to diagnose the vehicle and see what repairs might be needed. Customer explains she has two little girls and is concerned about their safety. Customer states that she will like to know what jeep is going to do for customer. Customer explains that she's been in a rental vehicle three times in the past. Customer explains that she should be place in another vehicle. Customer wants a replacement vehicle, same model and year but states the dealership isn't working with her. Customer explains how she feels like she should be reimbursed a vehicle payment. Writer explains that as CM CAC working for repairs resolution but if nothing can be duplicated no repairs can be authorized. Customer is requesting to speak with PI41 supervisor. Writer advised customer that she will get a callback no later than business day on 06/05/15.
06/04/2015	Writer received a VM from SM Brett requesting a callback.
06/04/2015	Writer received a call from SM Brett stating that customer contact the dealership and is very upset. SM states that he has done everything he can to help customer but nothing is going to satisfied customer until her vehicle gets bought back. SM has filled up customer gas tank and has always provided a rental vehicle. Writer explains to be looking into SC. SM states that customer will not be satisfied with that because she no longer wants the vehicle. SM states that customer was requesting a vehicle payment reimbursement. SM explains that customer has lawyer. SM has advised customer to seek another opinion.
06/04/2015	* * * * * Supervisor Call * * * * * Agent attempted to contact customer, however, customer was not available. The reason for the customer contact was to provide or request the following information: Writer advised in voice mail of a follow up call on 06/05.
06/04/2015	Stacy Drulias called back after getting the voice message from AS1371 and asked to speak to her. Supervisor AS1371 was not available at that time, she was on another supervisor call. Writer advised customer that AS1371 would try to return her call today but if not able to, then would definitely follow up with customer tomorrow. Customer Ms.Drulias advised Writer to tell Supervisor that this was turning into a legal case now and that the case needed her prompt attention, quoting the customer.
06/05/2015	Agent attempted to contact customer, however, customer was not available. The reason for the customer contact was to provide or request the following information: Writer advised in voice mail of a follow up call on 06/08.
06/08/2015	Mss. Drulias called requesting to speak with AS1371, writer advised that supervisor will call back later and customer stated that every time when supervisor calls she is with patients and when supervisor calls her never leaves her ext. number. Writer apologized and advised that she is a supervisor and they are not able to provide with their exit's. Writer asked for a better time to call and customer stated that she has no other time but the only time is when she calls back. Customer stated that she will take the case legal and requested to speak with supervisor, writer asked if she is willing to talk to her CM and customer requested to speak with a supervisor, writer transferred call to AS1371 of further assistance.
06/08/2015	* * * * * Manager Call * * * * * Writer received call from customer who is upset that JEEP will not purchase the vehicle back. Customer states that the vehicle has stalled, no lights, no codes 3 times. Customer states that the dealership did put her in a rental. Writer advised customer that at this time Jeep will only be pursuing repair resolution and that she would need to refer to her owners manual for vehicle replacement. Customer states that she is contacting an attorney and disconnected call.
06/10/2015	Writer attempts to contact customer at 562-889-6258 leaves a VM requesting a callback at 800-763-8422 ext.40655 to see if customer has experienced and mechanical concerns or has returned to the dealership. Writer will attempt to contact customer again on 06/12/15.
06/12/2015	Writer attempts to contact customer at 562-889-6258leaves a VM requesting a callback at 800-763-8422 ext.40655 to discuss case 26888879 further. Writer will follow up on 06/16/15.
06/16/2015	Writer contacts customer at 562-889-6258 to see how the vehicle is working but customer states to not be able to talk and disconnects the call.
06/17/2015	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative Writer attempts to contact SM Brett at 714-730-4600 leaves a VM requesting a callback to get dealer close loop information for case to be closed.
06/17/2015	***DISMISS LINES 273-276***
06/18/2015	Writer attempts to contact SM Brett at 714-730-4600 leaves a VM stating to be closing case and will like to confirm information before case is closed. Writer is requesting a callback with close loop information.
06/18/2015	Writer contacts SA John at 714-730-4600 to get close loop information.
06/18/2015	Was the customer in a rental? If yes, how many days? 5 days of rental provided by the dealership Did the customer have a co-pay? If yes, how much? No What is the RO #?[redacted] Does the SM have the CAIR #? If no, provide it. Yes Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Yes
06/18/2015	Updated miles are 1,762
06/18/2015	Writer attempt to contact customer at [redacted] but the call is just answer with no communication.
06/18/2015	Writer attempts to contact customer at [redacted] leaves a voicemail advising customer that case is being close. Writer advised customer to contract jeep at 877-426-5337 for future concerns.
06/18/2015	CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date	*Subject*	My name is Patty and I have been assigned as your

From	To	Sent Date/Time	04/30/2015 00:04 AM

My name is Patty and I have been assigned as your Case Manager. This email is conformation that your case, [redacted], successfully escalated to me for repair resolution. After I review the details of your case I will be calling you at your preferred [redacted] My office hours are 7:15 am to 3:45pm MST, Monday – Friday. My contact information is 800-763-8422 ext. 40655.If your preferred telephone number mentioned above isn't correct, please reply with the correction. I will follow up with you on 04/30/15 with any updates about your case. Thank you for being a part of the jeep family!

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

VIN	[redacted]	**Model Year**	2015	**Brand**	JEEP
Body	MKJM74	**Vehicle**	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
Customer Provided VIN		**Line of Business**	CAC		Customer Assistance Center
Batch Case Information					
Open Date	04/29/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/08/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	20 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
City/State/Country/Zip	NASHPORT		[redacted]		USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	26139	MCHUGH CHRYSLER, DODGE, JEEP, RAM,		**Dealer Phone**	7404530663
Dealer Address	3420 MAPLE AVE				
	ZANESVILLE		OH	43701 1341	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	Stalling				
Synopsis					
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/29/2015 05:32 PM	Open
05/08/2015 11:09 PM	Closed

Initial Description

0118002500-Product,Drivability,Unknown,Stalling,Default,Stalling,Stalling

Case Comments

Date	Comment
04/29/2015	***** CASE MANAGER TEAM - District X Pilot ****** Customer Information: [redacted] CC: Leaseplan/Captain D Customer Concern: Driver Ronnie Newell picked up vehicle from dealership on it and drove home. The following day he drove about 6 miles and it engine died and didn't want to start again. Engine started and he drove to nearest dealership about 20 miles (where at this point the engine/transmission was in limp mode coasting at a slow speed until he arrived at the dealership). After the dealership checked the unit out they told him that transmission needed replacing and they would need to order one. The vehicle has been there roughly (2) weeks. Any inquiries is much appreciated to get this driver's unit back on the road.
04/29/2015	****** Below Customer Contacted for Documentation Request ****** LL858@chrysler.com on 2015-04-29 @ 14:45
04/29/2015	CONTACT UPDATE - Customer was contacted today [redacted] Case #: [redacted] Hello, my name is Lisa 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] Chrysler Case Management telephone number is 1-800-763-8422. My direct extension is 40617 My work hours are 6:00-2:30 pm Mountain Standard Time Monday-Friday. I will contact you by email to review your case with you. Thank you, Lisa Chrysler Fleet Customer Care
04/29/2015	***** Customer Document Received *****
04/29/2015	DLR CALL: 740-453-0663 Writer attempted to reach Service Manager Mike not in office. Spoke to Service Advisor Dakota ;he stated they ordered new Transmission ;mileage: 20 diangosis ; point of failure : metal in transmission pan flare up in third gear; transmission is there In powertrain Warranty ;he spoke with SA Paul who is working with the vehicle . ETA for repairs is 05/05/15 completed.
04/29/2015	Customer Document Reviewed.
04/29/2015	CUSTOMER CONTACTED: [redacted] Case #: [redacted] I spoke with Service Advisor Dakota who stated the dealership ordered a new Transmission which arrived today 04/29/15. He also informed me the ETA for repairs being completed is end of business 05/05/15, I will follow up on 05/06/15. Thank you for your patience. Lisa
05/07/2015	DLR CALL; 740-453-0663 writer spoke to SM Mike who stated repairs are completed the vehicle is back with the customer.
05/07/2015	Customer contacted: [redacted] I have confirmed repairs from the dealer. This will now move your case to a close out period. If there is still issues please contact us back and your case will continue. If there are no further issues then no contact back is needed and the case will auto close 05/08/15 . Thank you Lisa
05/08/2015	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

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

VIN	[redacted]	**Model Year**	2015	**Brand**	JEEP
Body	MKTE74	**Vehicle**	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
Customer Provided VIN		**Line of Business**	CAC		Customer Assistance Center
Batch Case Information					
Open Date	05/05/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/05/2015	**Origin**	Roadside Assistance	**Reason**	New Problem
Mileage	3,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
City/State/Country/Zip	MANISTIQUE				USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	63720	RIVERSIDE AUTO SALES INC		**Dealer Phone**	9067866834
Dealer Address	2511 LUDINGTON ST				
	ESCANABA		MI	49829 1330	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	Y
Subject	Roadside Services - Warranty vehicle boost				
Synopsis					
Customer Anomaly					
Contact Reason	C94	Roadside coverage	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - Roadside Assistance - Coverage Inquiry				

Case Status History

Create Date	Status
05/05/2015 06:00 AM	Open
05/05/2015 06:00 AM	Closed

Initial Description

0430010200-Corporate,Roadside Services,Warranty,Boost,Default,Roadside Services - Warranty vehicle boost,Roadside Services - Warranty vehicle boost

Case Comments

Date	Comment
05/05/2015	Roadside Assistance Contacted - DATE : 2015-05-05 Road Side File Created 05-05-15 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: 167 MICHIBAY DR 2511 LUDINGTON ST MICHIBAY POINT DR MANISTIQUE ESCANABA MI USA MI VEH STARTS & STALLS PICKUP: 167 MICHIBAY DRIVE, M DEALER CODE : 63720 RIVERSIDE AUTO SALES INC

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	JCDX49	**Vehicle**	DODGE JOURNEY R/T (FWD)		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	05/11/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/21/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	7,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	CANTON			[redacted]	USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	45634	SUBURBAN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7344215700
Dealer Address	32850 FORD ROAD				
	GARDEN CITY		MI	48135 1570	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	quit and ceased all functions Saturday				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/11/2015 03:45 PM	Open
05/21/2015 05:47 PM	Closed

Initial Description

0464220000-Corporate,Survey By-Pass,No Longer Owns Vehicle,Default,Default,Survey By-Pass - No Longer Owns Vehicle,Confirmed with customer no longer owns vehicle
0412000000-Corporate,No Longer Own Vehicle,Default,Default,Default,Customer No Longer Owns Vehicle,No longer owns vehicle.
0121080100-Product,Transmission / Transaxle,Automatic Trans / Transaxle,Improper Shift,Default,Automatic Trans / Transaxle - Improper Shift,shifting issues, not able to duplicate
0108009900-Product,Electrical,Unknown,Complete Failure,Default,Electrical - Complete Failure,quit and ceased all functions Saturday

Case Comments

Date	Comment
05/11/2015	Briefly summarize why customer is contacting Chrysler: bought end of December, and has been in shop three times. Last Saturday coming back from Tigers game, vehicle completely shut off with no warning lights, steering locked up and was able to get it started again. Glad he wasn't on freeway when it quit. A month after he bought it, it was in shop for the gear shift issue and a second time after that. It would not shift out of drive. CRESTWOOD DODGE couldn't find it. Two hours later it wouldn't shift again. Thankfully was on a neighborhood road when it quit Saturday. Couldn't accelerate, couldn't brake, could barely move it. SM Steve called customer an hour ago to say he had it. He was given a loaner car on Saturday. Briefly summarize what the customer is expecting: Has to get out of the vehicle. Believes it was a near-death experience Saturday. Does not feel safe and can't take his family in it. He's a salesman and needs a reliable, safe vehicle for work and family. Is looking for a replacement vehicle. Agent called SUBURBAN CDJR for diagnostic information, not yet completed. SM Steve said he would call back with diagnostics. Agent informed customer of that and stated once SM calls back case will be sent to CM for review. Agent also told customer to hang onto the loaner as long as possible since he refuses to get back in the car, and CM will advise about rental at contact.
05/11/2015	Dealer 45634 (SD) Steve calls to speak with their Case Manager. Writer provided the Dodge brand contact number and also transferred the call.
05/11/2015	SD Steve Parks is calling from DLR 45634 who states the vehicle is at the DLR and they are still in the process of diagnosis. They have not been able to duplicate the issue or find any stored codes at this time. They will most likely call the customer to complete a test drive today and he may or have his technician drive the vehicle home to try to duplicate the concern.
05/11/2015	Reassigning to 88F
05/12/2015	Writer contacted the customer to provide him with the information in lines 28-33. Customer advised writer that he was busy at the moment and asked to be called tomorrow 5/13.
05/13/2015	CHRIS BUSH called to speak with CM. Transferred to [redacted] ext. 40593 voicemail.

Date	Comment
05/13/2015	DLR 45634 called wanting to add update to case stating that they have not found anything that they put 220miles on the vehicle and have nothing to go off of. DLR stated they will be calling customer and providing them with this information and letting them know they can pick up the vehicle.
05/13/2015	Caller [redacted] requesting to speak with Case Manager. Secondary phone: Customer declined to provide
05/13/2015	CM not available, nic BJ656 40518 took the call.
05/13/2015	Customer states that a month after purchase the vehicle went into the shop for a gear shift issue. Dlr has told the Customer that they can not duplicate. Customer states the vehicle completely shuts down while driving, no warning lights the brake pedal locked the steering column locked and there was nothing when the Customer pressed on the gas pedal.
05/13/2015	Customer spoke with SM Steve and advised a STAR case needs to be opened, SM states they have drove the vehicle for 220 miles and nothing happened. Writer advised CAC will ext rental for the next couple of day while STAR is being contacted.
05/14/2015	Writer spoke with customer saying that it has happened 2 times where his vehicle has shut off. Customer said that he does not feel safe in his vehicle. His wife has told him that he cannot have his daughter in the vehicle. Customer said the dealership has called and said the cannot find anything wrong. Customer is in a loaner and needs to bring it back. Stated to customer he does not want to drive the vehicle. Stated to customer if he does not want his vehicle to trade it in. He would need to contact the sales department at the dealership. Stated to customer the dealership are the expects and the tech's that work on the vehicles are expects, They make the calls. The dealerships are knowledgeable along with the engineers. Customer said that he would contact the FTC.
05/14/2015	######### DIRECT-TO-DEALER ######### ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR. The unresolved concern is Customer's vehicle shuts off while driving. He does not feel safe in the vehicle. He wants to get out of the vehicle. Action requested: Please resolve for customer. Please update this CAIR with resolution. ### ################################
05/14/2015	REASSIGNED TO BC/DLR 42 45634 05/14/15 15:42 C[redacted]
05/14/2015	Dealership unable to duplicate customer concern.
05/21/2015	Writer spoke with Kevin in service saying that last time customer was in was on 03/27/15. Customer has 5201 miles on vehicle. They could not duplicate his concern. Customer has not come in since.
05/21/2015	Writer spoke with customer saying he no longer owns the vehicle. Stated he traded it in at the dealership.

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	JCDH49	**Vehicle**	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		**Line of Business**	CAC		Customer Assistance Center
Batch Case Information					
Open Date	05/12/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/20/2015	**Origin**	Letter	**Reason**	New Problem
Mileage	4,533 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	CORONA		[redacted]		SA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	52912	GLENN E THOMAS DODGE CHRYSLER JEEP		**Dealer Phone**	5624265111
Dealer Address	2100 E SPRING ST				
	SIGNAL HILL		CA	90755 2115	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	stalled while driving				
Synopsis					
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/12/2015 04:06 PM	Open
07/20/2015 11:38 PM	Closed

Initial Description

0205010000-Dealer,Service/Body Shop,Transaction,Other,Default,Service Transaction Inquiry,did not like the way the DLR handled her while there
0118002500-Product,Drivability,Unknown,Stalling,Default,Stalling,stalled while driving

Case Comments

Date	Comment
05/12/2015	Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: Customer called to discuss issue with the vehicle. Customer stated that when she first picked up her vehicle there was electrical issue which the DLR repaired. Customer stated that yesterday she was driving and the check engine light came on then the RPMs dropped and the vehicle stalled. Customer stated that she called roadside and they towed the vehicle to the closet DLR. Customer stated that when she was there they DLR did not offer any transportation and she had to get her pregnant sister to come and get her. Customer stated that today she has to use her mothers vehicle and she is no longer happy with her purchase. Customer stated that she no longer wants the vehicle because of a transmission issue so soon. Customer stated that the she advised the DLR not to repair the vehicle because they advised her that they will repair the issue after diagnoses they don't just diagnose. Agent called the DLR spoke with SA Pat and he stated that they know that there is some type of transmission issue but did not diagnose because they customer did not authorize them to repair it. Agent asked SA if they could diagnose the vehicle alone without repair and they stated no because how will the technician get paid. Agent spoke with TL JS1881 and she advised agent to tell customer that her request for alternative transportation will be escalated to the rental department for review. Customer provided a call back number of [redacted]cell and [redacted]work. Customer wait for call back.
05/12/2015	Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] Customer email address for case updates: xxxxx@xxxxx.com Would customer like to receive updates via text message? (Y/N) Mobile number: Who has possession of the vehicle? (Owner/Dealer/IRF) DLR Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y/N) in the middle of it If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: Time: Confirmed appointment at [dealer code] with [name] Is the customer in a rental? (Y/N) N but needs it Who authorized? From what date? Reassigned to 88F
05/12/2015	********** Agent advised customer to call the DLR to have them diagnose the vehicle only. Customer stated that she will contact the DLR once she disconnected this call.
05/12/2015	[redacted] - CUSTOMER CARE APPROVES 3 DAYS OF RENTAL AS PER WARRANTY BULLETIN D-11-01 JS1881.
05/12/2015	Customer call: 818-961-6618 customer advised she authorized the dealership to diagnose the vehicle and would like to work with a Case Manager for the issue until it is resolved. Advised the customer three days of rental have been authorized and contact with the dealership to set up a rental vehicle. Dealership call: GLENN E THOMAS DODGE CHRYSLER JEEP @ 562-426-5111 SA Pat advised the customer's vehicle has not been fully diagnosed and the check engine light on still has more that had to be completed. SA Pat advised the customer has not approved for the repairs to be completed only the diagnosis. SA Pat advised he can set up a rental vehicle with the 3 day approval but only if the customer approves the repairs.

Date	Comment
05/12/2015	Supervisor advised the customer she needs to make a decision and Dodge would like to further assist with a Case Manager and rental but only if the customer approves the repairs. Customer stated she will call back later once she has made a decision what she wants to do.
05/12/2015	customer call back stating that they don't want this vehicle no more they will not authorities the dealership to do the repair on vehicle they feel that they should get a buy back because the vehicle stall out three time on the customer. agent advised the customer that they can send it up to that department and they will be contacting them back in 1 to 2 business days after they review there case and can determine what can be done in regard to there concern. customer understood and call ended. Customer informed a call back is required and will take place within 1-2 business days. Preferred Morning/Midday call back number is [redacted]Preferred Afternoon/Evening call back number is [redacted]Customer email address for case updates: XXXXX@XXXXX.com Who has possession of the vehicle? (Dealer) Is this a request for Lemon Law, buy-back or replacement? buy back Reassigned to 91L
05/13/2015	********** 91L Review **********
05/15/2015	Customer states she does not want the vehicle anymore. She states she is not satisfied that what the dealership will do will fix the concern in the long run as it has only been a couple of weeks since she purchased the vehicle. Customer states she received a call from the dealership today stating they have not diagnosed the concern only that they believe it is a transmission issue. Customer states she will not be satisfied with any repair and just wants into a different vehicle without concerns. - Preferred Morning/Midday call back number is: [redacted]Preferred Afternoon/Evening call back number is: [redacted]Customer email address for case updates: [redacted]: Customer states she is at MOSS BROS CHRYSLER DODGE JEEP DLR code - 59350
05/18/2015	Customer is contacting Chrysler because she is inquiring about the case. Customer states that she has not been contacted yet. Agent advised customer that it is a 3-5 business day callback. Customer understood and thanked the agent.
05/19/2015	*** [redacted] with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact [redacted]directly at [redacted]ank you. ***
05/19/2015	**Called Moss Bros. Chrysler Jeep Dodge Riverside (59350) LVM for SM Robert requesting a return call **Placed initial call to customer (310) 964-5263. LVM stating that their case has been escalated to me for special handling and assistance with the vehicle concerns. I provided my hours (7:30AM – 4:00PM) Mon- Fri and my number for a return call and advised I will call again 5/20
05/19/2015	Customer contacted stated she would like an update on here case. Agent advised customer that CM contacted her today at (310) 964-5263. Customer stated that is not her number and her best contact number is [redacted]. Agent provided customer with phone number provided on line 104. Customer understood and thanked agent.
05/20/2015	Customer is contacting CAC looking for their CM to contact her back. Agent advise the customer that the case will be updated and that the best contact number for the customer is [redacted]
05/20/2015	**Called Moss Bros. Chrysler Jeep Dodge Riverside (59350) LVM for SM Robert. **Called back and spoke with SA Austin and updated RO History. **I requested that a STAR Case be opened and Dennis is the tech **Called customer who stated within 2 weeks of ownership she had issues with the L/F window, auxiliary plug inop. Also when CEL came on, vehicle would not accelerate past 20 MPH and roadside had to rescue her and it took over an hour. >>>>Customer seeking Replacement and is tired of hearing<<<<< **Apologized to the customer for what she has gone through and advised I will be reviewing her case for all possible resolutions up to and including a possible buyback or replacement, however I cannot guarantee anything at this time. **Agreed to follow up 5/26
05/26/2015	Customer called in seeking to speak with her case manager. Writer transferred the customer over to her case managers line for further assistance.
05/27/2015	Called dealership LM for SA requesting a call back to CM AP1433. Called customer at [redacted] number disconnected. Spoke to customer at [redacted] and advised her that we are waiting for a status update from the dealership. Apologized to customer and advised her that we will try again tomorrow.
05/28/2015	>>Called dealership: 59350. Placed on hold for 7 minutes. SA Austin was not available. **Follow up 06/01**
05/29/2015	Briefly summarize why the customer is contacting Chrysler: customer is calling in today because she was not called back when agreed upon line 132 and had left messages for the CM to call her back on tuesday, SA Austin had called the customer today and was told that he got all the parts togather and the vehicle is ready to pick now. What they had discussed with the CM was the buy-back/journey option and not to have the vehicle brought back into her possession , Briefly summarize what the customer is expecting: To get the call back from a CM to discuss the issue of the vehicle.
06/03/2015	Customer called seeking the CM to contact her back. It has been 5 days since the last contact was made to the customer and the customer is getting frustrated. Agent had TL BR379 send an email to the CM supervisor advising them a call back needs to be made today. Agent advised the customer that she will be contacted by the end of today. Customer stated she was told this the last time she contacted and still no call back was made. Agent apologized.
06/03/2015	**Called Moss Bros. Chrysler Jeep Dodge Riverside (49350) spoke with SA Austin, updated RO History, updated DM Notes for rental from 5/15 through today 6/3 **Per Notes in DM Notes: 26969545 - CUSTOMER CARE APPROVES 3 DAYS OF RENTAL AS PER WARRANTY BULLETIN D-11-01 JS1881. 2015-05-12 T8379J0 **Called customer [redacted]to advise of of the rental extension through today and customer requested a return call in 2 hours **Will call customer back
06/03/2015	**Called customer back per her request (818) 961-6618 LVM advising her to pick up her vehicle as the repair is complete and return the rental otherwise she will be responsible for the cost of the rental beginnning 6/4 **Advised I am still reviewing her case for all possible resolution and will follow up 6/8
06/04/2015	Customer called in seeking their CM. Agent advised customer we would update the file that they contacted us here, and also transferred customer to CM direct line.
06/05/2015	Briefly summarize why the customer is contacting Chrysler: Customer states if she takes the car she doesn't want to be obligated to keep the car. Customer states she still doesn't want the vehicle even though its fixed. Briefly summarize what the customer is expecting: Customer seeking a case update before 6/8 as she doesn't want to wait that long for a case update. Agent AP1433 please call customer back if possible before 6/8.
06/08/2015	Customer called stating that she is supposed to receive a call from CM today. Customer states that if possible she would like to have CM notified that she is requesting a call back within the next 30 minutes as she is on her way to work and cannot take calls at work. Agent advised customer that we can add notes to the case making request. Customer thanked agent and requested that she also be transferred directly to CM as well. Agent transferred call to AP1433
06/09/2015	Customer called in wanting to speak with the supervisor of the case manager. Agent advised she would have to contact I2R if she wanted to speak with the supervisor of the case manager. Customer then wanted to speak with my supervisor. Agent informed customer of the one day callback policy. Customer was not happy with that. Agent offered to get a supervisor immediately but advised that it may take some time. Customer was still angry with that. Customer asked agent to leave notes on file to have the supervisor of the case manager call her. Customer disconnected.
06/09/2015	Customer called seeking to speak with her CM. CM called customer while on the phone with agent.
06/09/2015	**Called customer [redacted]to advise that I can help her out of her vehicle through a Goodwill Certificate as a Replacement is not being offered at this time **Customer stated that she does not want the vehicle any longer and I advised I will call the dealer **Called Moss Bros. Chrysler Jeep Dodge Riverside (59350) spoke with Sales Manager Christopher Ysmael who agreed to participate in the Goodwill Certificate Program after I explained it to him and directed him to Dealer Connect **SM agreed to contact me once he has the trade-in difference dollar amount **Called customer back to advise of above and she requested to be transferred to Moss Bros. to speak with SM Chris. Transferred call **Follow up 6/15 if I have not heard anything

Date	Comment
06/09/2015	Customer calls to speak with their Case Manager. Transferred the customer to [AO1433] at [redacted]
06/10/2015	Customer is wanting to speak to her case manager. Agent transferred customer over to her CM, and provided her with her phone number.
06/10/2015	Mohammed from Enterprise called to see if the customer is being approved for a rental extension. Agent advised that the CM would need to advise; transferred to [redacted] for further assistance.
06/17/2015	********** Customer would like a call back to see about the $230 vehicle rental charge that is on her credit card. Customer stated that she has already left a message and wanted agent to document the case. Agent advised customer that they have flagged the case to have the CM to call her back.
06/17/2015	I spoke to the customer who advised me that she is going into the dealership this weekend to work on the goodwill program with the dealership. Customer would like to be reimbursed for the rental bill that is on her credit card. I advised her we need the enterprise bill faxed over. The customer also request 2 months of her payment back as well. I advised her I will have CM AP1433 look into that but that we can't promise anything. **Follow up 6/22/15
06/22/2015	Customer has contacted Dodge seeking an update on their case. Customer has been trying to reach CM AP1433. Agent advised a follow up will be made today. Customer request they continue to work with AG1837. Customer stated they did fax their rental bill on the 17th and did reference the case number. Agent advised it has not been added to their file yet.
06/22/2015	**Called Moss Bros. Chrysler Jeep Dodge Riverside (59350) for Sales Manager Christopher Ysmael, however he is off today. Spoke with Sales Manager Asad said the amount of the trade is 15K, the customer owes 22K and the customer left without looking at another vehicle. **Called customer [redacted] who said she chose a Jeep Cherokee and that the GM Bill at Moss (59350) was supposed to call me. **Customer requested to be placed on hold while I reach out to GM Bill at the dealer. **Called Moss, spoke to GM Bill who said that since the customer is upside down $8,000, she would have to come out of pocket a substantial amount to get into a Jeep Cherokee. **Went back to the customer and advised of above **Suggested to the customer to perhaps think about a less expensive vehicle who then expressed her dissatisfaction with me and that I have been of no help and requested to speak with a supervisor **Apologized to the customer if she feels that way and I will have an escalation coordinator call her in 48 hours **Follow up 6/24 **Customer stated that if she does not receive a call she will contact her attorney
06/22/2015	Briefly summarize why the customer is contacting Chrysler: Customer states that she just got off phone with CM AP1433 and she is no help. Briefly summarize what the customer is expecting: Customer seeking to supervisor of her CM. Agent advised customer that she would need to get that information from her CM as we don't have contact information from them.
06/23/2015	Customer called back and expressed that after speaking with CM AP1433 was becoming increasingly frustrated. Customer claims there has still been no solution regarding her concerns and was still making payments on a vehicle she doesn't have possession of as she had refused to pick up the vehicle after a transmission repair as she felt it was unsafe. Customer stated that her previous agent advised her to ask about arbitration. Agent provided customer with arbitration number: 866-662-4639 ext. 114. **** CUSTOMER REQUESTING SUPERVISOR CALL BACK **** Agent advised customer that she would be contacted by a supervisor within 1-2 business days. Customer no longer wishes to speak with CM AP1433.
06/24/2015	****** Below Customer Contacted for Documentation Request ****** [redacted]@gmail.com on 2015-06-24 @ 11:22
06/24/2015	Customer called very upset because customer states the agent she spoke with yesterday was suppose to send her a document link so that she could submit her documents. Customer states no link was sent to her. Agent sent her the document link. Customer still requesting a supervisor call back
06/24/2015	***** Customer Document Received *****
06/25/2015	Customer is calling in very irate that she has had no contact with her CM since June 22. She stated that she does not want to deal with her CM anymore since she is not getting an answer to any of the vms she is leaving. Agent transferred customer to 214-583-2164.
06/25/2015	Briefly summarize why the customer is contacting Chrysler: Customer stated that she was looking to speak with the supervisor. Agent advised that the file is being handled in a different department and that he would note for a call back. Customer stated that she want to speak with a supervisor. Agent advised that the customer would be unable to get assistance from this department. Customer stated that she would prefer to speak with a supervisor. Agent transferred to TL EM1187 Briefly summarize what the customer is expecting: Customer seeking to speak with a supervisor
06/25/2015	**********Live Supervisor Call********** Supervisor spoke with customer [redacted] and advised contact request has been sent to correct department and to allow time for response. Customer understood.
06/25/2015	**Escalation Coordinator to call customer 6/26
06/26/2015	Customer called in to say how upset she is over the response she has been getting. Customer called in to vent about how she doesn't want to deal with AP1433 anymore and that she has not received a callback like promised. Customer is very irate.
06/26/2015	Customer called in as they are supposed to have a callback from an escalation coordinator, however they did not receive a call yet and it's almost the end of the business day. Agent advised that the only thing we can do at this time is wait for them to contact the customer back, if they do not we can escalate this further afterwards. Customer disconnected the call.
06/26/2015	Escalation call: - Called customer at advised their called was escalated to me by their CM. Customer stated that we do not understand the severity of the case. She has called the media and alerted the media about how she has been treated by customer service. Customer states that her CM-AP1433 advised her that we would be covering the difference between what she owes which is $22,000.00 and what the trade in for the vehicle $15,000.00. Advised customer that per the notes in the system, her CM did not state that this is what we would cover. I explained the CDI process and how it works: Customer is provided a 4-5% below Dealer invoice pricing on the purchase of a new CDJ vehicle and will be responsible for a $200 CDI Program Fee. Customer is eligible for all applicable Rebates/Incentives on the new CDJ vehicle. Customer and dealer are responsible for determining the trade value on this vehicle. Dealer is responsible for showing customer the actual CDI (EP) pricing that is shown on the new vehicle Invoice sheet. Customer may incur some out of pocket expenses in the CDI Trade. Advised customer that there is nothing in the notes offering her the difference between what is owed and the current trade in value of the vehicle. I apologized if there was any sort of misunderstanding and advised that we are not offering to replace or repurchase her vehicle. Customer then stated that they were going to file a lawsuit and Lemon Law for this vehicle and they will make an appointment with the media and tell all the news channels what they have gone through with this vehicle.
06/26/2015	Advised customer that I understand their frustration, but their vehicle has only had one repair and it was down 16 days as per the dealership they have repaired the vehicle. Customer stated she as not picked up the vehicle and it is still at the dealership. Once again I apologized to customer and advised that we will not be replacing or repurchasing her vehicle at this time and I offered Arbitration and read her the Arbitration Statement. Customer stated she emailed CM the rental invoice for reimbursement and I advised that her CM would submit it for processing on Monday 06/29 which takes 2-3 business days then it will be process and she should receive the check within 10-12 business days after that. Verified customer's mailing address.
06/29/2015	**Customer documentation received. Will review for possible compensation
06/30/2015	Customer called in seeking to speak with RH1233. Writer informed the customer that there is no extension on file. Customer than asked if we could leave note stating that she'd rather speak with RH1233 Writer informed the customer that we can leave a note here but there is no guarantee. Customer thanked the agent and disconnected the call.
06/30/2015	Still reviewing the rental receipts. Follow up again 7/2
07/03/2015	POSTMARK DATE: 061715; DATE RECEIVED: 062915
07/03/2015	POSTMARK DATE: 061915; DATE RECEIVED: 062915

Date	Comment
07/08/2015	**DM Notes: ***I2R approves rental at $35.00/day in a Chrysler Family Product from 5/15/15 to 6/3/15 while vehicle remains in repairs at Moss Bros. Chrysler Jeep Dodge Riverside (59350).*** 2015-06-03 T4899AP **Follow up 7/9
07/09/2015	Customer called stating she does not wish to work with AP1433, only RH1233. Agent advised we have no contact number for Rosa on file, and that there are notes on file that her current CM Angel will be contacting her today. Customer states she wants to speak only to Rosa. Agent transferred to current CM to request Rosa (CM's supervisor)
07/13/2015	Customer seeking contact back with update. Agent referred to TL who e-mailed department for a call back today. Customer thanked agent.
07/13/2015	**Received rental documents from customer and attached. Customer was in a non CDJ vehicle for the duration of the rental from 5/14 - 6/6. **I covered rental from 5/15 - 6/3 per DM Notes: **I2R approves rental at $35.00/day in a Chrysler Family Product from 5/15/15 to 6/3/15 while vehicle remains in repairs at Moss Bros. Chrysler Jeep Dodge Riverside (59350).*** 2015-06-03 T4899AP
07/13/2015	**Called Moss Bros (59350) to confirm if they were reimbursed for the rental on RO#[redacted]and for what dates. Held for over 5 minutes and disconnected the call. **Called customer (818) 961-6618 to advise we are still reviewing with the dealer regarding the rental approved. Customer was persistant and repeated that she wants a new case manager and to speak with a supervisor. **Advised I will have a supervisor call her within 48 hours. **Customer stated that RH1233 promised her the full amount of the Rental Bill and that AG1837 advised her to fax the documentation in, which she did. **Sent email to JV1002 as RH1233 has already spoken with the customer as an escalation **Follow up 7/15
07/15/2015	Briefly summarize why the customer is contacting Chrysler: The customer
07/15/2015	contacted Chrysler to remind the department handling her case she expects a callback today. Briefly summarize what the customer is expecting: The customer expects the Supervisor of AP1433 to call her today. The customer states she refuses to deal with AP1433. The customer states she specifically told RH1233 she does not want AP1433 communicating with her, and then AP1433 called her. The customer states everyone is incompetent. Agent confirmed lines 382-385 were documented on the file. Customer is expecting a callback today, hopefully by 2:30 PM.
07/15/2015	Supervisor Call: Called customer who expressed frustration with lack of contact and confusion with CM, Escalations Coordinator, and dealership. Customer expressed frustration that dealership put her in a non-CDJR rental vehicle and she will not be able to recoup her out of pocket rental fees. Customer stated that it is too expensive for her to trade out of the vehicle. Advised customer that I can consider a rental reimbursement as a part of a larger cash settlement offer. Offered customer $2000.00 cash settlement. Customer stated she will review terms and conditions. Advised customer I will follow up with her on Friday and walk her through the rest of the process. Emailed offer letter. ***Follow up with customer 7/17/15.
07/17/2015	Called customer who stated she is sending me a document to review by email. Advised customer will call back after 1pm PST.
07/17/2015	****** Below Customer Contacted for Documentation Request ******[redacted]@impartialservices.com on 2015-07-17 @ 16:28
07/17/2015	Called customer and advised I received her response letter. Advised
07/17/2015	customer that we believe offer of $2000.00 cash settlement is appropriate. Customer would like to review terms and conditions with her attorney before moving forward and asked for call back on Tuesday. ***Follow up with customer 7/21/15
07/17/2015	***** Customer Document Received *****

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

VIN	[redacted]	**Model Year**	2015	**Brand**	JEEP
Body	MKTM74	**Vehicle**	JEEP PATRIOT LATITUDE FWD SPORT UTILITY 4-DOOR		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	05/12/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/16/2015	**Origin**	Telephone	**Reason**	New Problem
Mileage	2,022 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
City/State/Country/Zip	EUCLID			[redacted]	USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	60255	ADVENTURE CHRYSLER JEEP DODGE RAM		**Dealer Phone**	4409465700
Dealer Address	36845 EUCLID AVE				
	WILLOUGHBY		OH	44094 4452	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	Customer seeking Lemon Law.				
Synopsis					
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/12/2015 08:05 PM	Open
06/16/2015 08:53 PM	Closed

Initial Description

0118002500-Product,Drivability,Unknown,Stalling,Default,Stalling,Stalling
0100000800-Product,Unknown,Unknown,Poor Ride,Default,Product has Poor Ride,Customer seeking Lemon Law.

Case Comments

Date	Comment
05/12/2015	Status update provided via email to the following email address: [redacted].com [redacted] End of Status Update
05/12/2015	Briefly summarize why the customer is contacting Chrysler: Customer is seeking Lemon Law. Customer states the same thing is happening to the vehicle. Customer states the DLR has been unable to duplicate it many time. Customer states it is not safe and completely inconvenient for a brand new vehicle. Briefly summarize what the customer is expecting: Customer is expecting Lemon Law. Agent called DLR and spoke with SM Don. Don states a sales rep will be taking the vehicle home tonight to try and duplicate the issue, if they are unable to, the DLR will be putting her into another new patriot instead of this one, but we are not to tell the customer that. Don states he has driven it the vehicle many times between 05/04/15 – 05/12/15 and has not been able to duplicate the issue. Agent advised customer CM will be their best option as we can try and get some resolution with this unresolved issue before going to Lemon Law. Customer states she will try one more time but after the 4th time she is done with the vehicle and will get out of it. Agent advised 1 business day call back. Customer understood. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is 440-381-2874 Customer email address for case updates: No Would customer like to receive updates via text message? No. Mobile number: Who has possession of the vehicle? DLR Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Yes If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 60255 If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: Time: Confirmed appointment at [dealer code] with [name] Is the customer in a rental? Yes Who authorized? DLR From what date? 05/12/15 Reassigned to 88F
05/13/2015	* * * * * CASE MANAGER TEAM - DistrictV* * * * * *
05/13/2015	CONTACT UPDATE -
05/13/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40518.
05/13/2015	Customer seeking to know why she hasn't been contacted by a CM as she was promised a call back today. Agent advised customer she sees here an attempt made today at 3 pm to contact customer but according to notes was unable to. Agent then transfers customer to extension 40518 to leave a VM for a call back.
05/13/2015	Customer contacted from [redacted] and that is the number to which she'd like to be contacted at.
05/14/2015	Customer called for her Case manager, Agent transferred customer to bj656 at ext. 40518.

Date	Comment
05/14/2015	Customer states that when she was getting off the off ramp that when she was braking the vehicle jolted forward and almost causing her to hit the vehicle in fromt of her. First time Customer went to the dlr they said it was an adaptive trans after 500 miles - 1000 miles to bring vehicle back in if the problem persist. Customer brought vehicle in and now the dealer is stating they can not duplicate the concern, Customer states the vehicle is at the dealers As she refuses to drive it as she feel endangered in the vehicle. Customer states she has reported this issue now 3 times and feels as the dealer is treating her like she is not expericing issues, when she knows she is. Writer advised will send this as an unresolved concern and see if Technical Support can assist our dlrs. F/U Tuesday.
05/14/2015	######### DIRECT-TO-DEALER ######### ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR. The unresolved concern is vehicle jolts forward intermittently after braking. Action requested: Technical Support involved. STAR case opened. Please update this CAIR with resolution. ########################## ##########
05/14/2015	REASSIGNED TO BC/DLR 42 60255 05/14/15 16:06 O[redacted]
05/15/2015	SM is trying vehicle trying to duplicate. There are only two repair orders on this vehicle. _
05/19/2015	Briefly summarize why the customer is contacting Chrysler: customer calling to speak with case manager agent advised that agent is getting Cm voice mail customer stated would leave a voice mail Briefly summarize what the customer is expecting: to get to Cm
05/20/2015	MS[redacted] called to speak with CM BJ656, With customer's permission Writer transferred customer to CM's voice mail at ext 40518 as CM is not available. Customer request a call back from CM.
05/20/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40518.
05/20/2015	MS[redacted] called to speak with CM BJ656. Writer warm transferred customer to CM TJ192 at ext 40692.
05/20/2015	INBOUND CALL: Customer The customer has concerns that the dealer is unable to duplicat3e the vehicle drivability issuers she experiences. Writer advised that she drive along with a tech or SM to duplicate what she experiences. The customer asked about the drive learn system and about install of a flight recorder. Writer would ask the dealership, however, customer states that she won't drive the vehicle anyway due to fear and having her son in the vehicle. A MVP MQAXCARE could be applied at no cost on NEW PURCHASE VIN or trade only. The customer did not decide.
05/20/2015	Customer contacted writer. Customer stated the DLR is unable to find out whats going on with her vehicle so she would like a black box put into her vehicle. Customer stated she would like a call back 5/20/15 at[redacted]
05/21/2015	Customer:[redacted]alling to speak with CM: BJ656 CM is not available. Writer transferred customer to CM: MM2831
05/21/2015	As a secondary form of contact, Customer[redacted]rovided phone number:[redacted]
05/21/2015	Dealer SM Don requesting to speak with Case Manager. Transferred to BJ656 voice mail
05/21/2015	Mss. Paugh called requesting to speak with CM MM2831, writer placed customer on hold and customer was not in the line when writer tried to advise her that CM was not available.
05/21/2015	Caller[redacted] requesting to speak with Case Manager CM MM2831.
05/21/2015	transferred to nic MM2831 voice mail
05/22/2015	Customer called requesting to speak to the CM BJ656 cm not available team member CM MG1836, took the call, writer transferred the call to cm for further assistance.
05/22/2015	Writer took call for BJ656. Customer stated that she would like to know what the DLR has decided. Customer is under the impression that they are going to be installing a flight recorder. Customer stated that her vehicle is accelerating on its own and she is concerned about her families safety. Customer stated that she is ready to file for the lemon law. Customer stated taht she would like to receive a callback at[redacted]
05/22/2015	Writer contacted the DLR and spoke with the Service Manager Don. SM stated that they have performed the work requested on the STAR case. SM stated that they have also test driven the vehicle 200 miles in the city and on the free way. SM stated that they are ready to give the vehicle back to the customer. SM stated that the customer can come to the DLR and test drive it with someone at the DLR.
05/22/2015	Writer contacted the customer and informed lines 133-138. Customer stated that she is not okay with this response and is requesting to speak with a SUP. Customer stated that it has been very inconvenient for her not being able to have a CM. Customer stated that she would also like to file for lemon law or have it reviewed. Customer stated that she would not accept a callback in one business day and is requesting a callback today. Customer stated that she is concerned about her sons safety. Customer stated that she has contacted her lawyer and he stated that she would qualify for lemon law.
05/22/2015	*Contact Date:05/22/2015 Complaint could not be duplicated and explanation has been provided to custo mer. Request was reviewed with DM. CAIR RETURNED FROM DEALER ON '5/22/2015 ' AT'12:36:117 'R 26971914
05/22/2015	***** SUPERVISOR ****** Writer contacted customer. She stated that her case manager told her that a flight recorder would be put into the vehicle. She is seeking confidence on resolve with the vehicle due to the concern happening randomly. She stated that she is seeking another vehicle. Customer also states that she is in a loaner and has been for 15 days, and seeking to stay in the rental until vehicle is replaced. Writer advised the dealer would be contacted.
05/22/2015	Agent attempted to contact dealer Service Manager Don, however, *SM not available. Left message for a return call. The reason for the dealer contact was to provide or request the following information: to discuss customers case with rental.
05/26/2015	[redacted] called to speak with CF303. Writer advised that CF303 is not in at this time. She states that she would call back later and disconnected call.
05/26/2015	[redacted] called to speak with supervisor. CF303 was unavailable Customer accepted a call back by EOB.
05/26/2015	[redacted]requested to speak to Supervisor CF303. Writer advised customer that CF303 is not currently available. Writer advised customer of lines 168-169. Customer requested to be called back at[redacted] before her dealership closes.
05/26/2015	[redacted]called to speak to a Supervisor and was disappointed that CF303 did not give her a callback today; CF303 was not available when Kailey called. Writer warm transferred caller to Supervisor CP730 for assistance.
05/27/2015	***Supervisor Call*** Writer spoke to[redacted] Customer stated that the issue started occurring 2 days after purchase, the vehicle has been in the dealer 3 times, and that the vehicle will be at the dealer for 16 days tomorrow. Customer stated the after driving for a while, and then inching forward from a stop, the vehicle would lunge forward. She said that this has happened 3 times, twice at stop lights and once in a drive through. She said that the dealership has test driven the vehicle and done numerous diagnostics, but hasn't duplicated or found anything. Customer has not been on a ride-along with anyone from the dealer, and the dealer told her that using a data recorder was not necessary at this time. Customer requested a new Case Manager when speaking to supervisor CF303, because she has only spoken to her CM once, and was expecting a call back from CF303 today. Writer stated that he and CF303 will discuss the situation tomorrow morning, and the customer would receive a call tomorrow, either from her CM, from CF303, or from writer.
05/27/2015	Customer calls to speak with a supervisor. Transferred the customer to GB535 at ext 40565 the supervisor. Customer declined to provide a second phone number.
05/27/2015	[redacted]has been activated for text message communication.
05/27/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3856GB****** Hello Ms. Paugh, Per our conversation. Contact Info: 800-763-8422 x 40565 Case #:[redacted]Gardner CAC Supervisor *****END OF TEXT MESSAGE SENT TO CUSTOMER******

Date	Comment
05/27/2015	Writer contacted customer to discuss vehicle concerns. Vehicle is jolting forward at slow speeds or stopped. Started around 500 miles. Dealer stated vehicle needs to adjust to driving habits of owner. Has had vehicle at the dealer two or three times, but able to find only one official RO. Vehicle has been at dealership for last 16 days. Dealer has told customer that they have been unable to replicate problem. Asked to bring loaner back and pick up car. Owner not willing to do this due to feeling unsafe in vehicle and that it has not been repaired. Follow up with customer 5/28.
05/28/2015	Writer contacted SM, Don to discuss vehicle and extensive repair attempts to replicate problems. Between 5/13-22 vehicle was driven over 150 miles by multiple drivers, under conditions identified by customer that cause issues. Dealer is through attempting to repair vehicle due to inability to replicate issues. Dealer is at point where they will be repossessing vehicle.
05/28/2015	Agent attempted to contact customer, however, customer was not available. Left message that Supervisor will return call. The reason for the customer contact was to provide or request the following information: Contacted customer to discuss resolution of replicated issues on owner's vehicle. Consider second opinion for continued diagnosis. Follow up Friday, 5/29.
05/29/2015	Writer contacted customer to discuss vehicle issues and the need to return vehicle to dealer. Owner taking vehicle to Deacon's Chrysler Dodge Jeep Ram (60593). Writer will contact dealer to discuss second opinion option.
05/29/2015	Writer contacted SM, Dennis at Deacon's Chrysler. SM unavailable and spoke with SA, Rick. Confirmed appointment for Tuesday, 6/2, 8:30a. Writer approved five days rental at new dealer beginning 6/2. Customer will be dropping vehicle off at Deacons Monday 6/1. Will provide customer with rental between 5/29 - 6/2. Deacon will cover next five days approved by CAC. Approval in DM notes.
05/29/2015	Writer contacted customer to confirm rental approval. TM approved reimbursement for rental vehicle between 5/29 - 6/2. Customer to pick up rental today.
06/01/2015	Caller [redacted] requesting to speak with Case Manager.
06/01/2015	She alleges she has to turn in he rental vehicle in an hour, CM will call her back.
06/01/2015	On this number [redacted]
06/01/2015	[redacted]
06/01/2015	Request for documents to be sent in conjunction with CAIR [redacted] Document request sent for immediate reimbursement of rental car expenses. [redacted]
06/01/2015	Text message received from [redacted]
06/01/2015	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Mon Jun 01 17:12:45 EDT 2015 Text: Call me please ********** End SMS Reply From Customer **********
06/01/2015	Writer returned call to customer to discuss response from dealer when customer took vehicle in for diagnosis and repair. Customer did not feel she was treated well by SA during short test drive. Dealer is doing diagnosis 6/2 and will update owner on results. Customer will contact writer to discuss next steps.
06/02/2015	Text message received from [redacted]
06/03/2015	Text message received from [redacted]
06/03/2015	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue Jun 02 10:33:23 EDT 2015 Text: Hello. Decons stated they do not have a rental car for me because the "sales department gave it to a woman last night without their knowledge" even thoug h Rick said they would. So am I keeping my rental another day? Please let me know. Thank you. Phone Number: [redacted] Recieved Date: Wed Jun 03 11:21:28 EDT 2015 Text: Please call me when you can ********** End SMS Reply From Customer **********
06/04/2015	6/4/2015 BC recives OH AG complaint. Please contact the customer and dealer review cocern and handle on merits. Please respond to writer fro response to Oh AG. GPJ _
06/04/2015	[redacted] called requesting to speak with CF303. She states that she spoke with CF303 yesterday and needed to follow up with her on something. CF303 not available, she accepted callback for today.
06/04/2015	Text message received from [redacted]
06/04/2015	AM left a message for owner.
06/05/2015	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Jun 04 11:33:16 EDT 2015 Text: Good morning. Please call me ********** End SMS Reply From Customer **********
06/05/2015	AM met with owner and owner drove vehicle with AM and tech Ken Irons on
06/05/2015	the highway and in a parking lot. Concern was not duplicated.
06/06/2015	Tech contacted STAR again to check on throttle body % and they responded that it is normal. Owner advised that she is very afraid to drive vehicle and will pursue arbitration if necessary to get a new vehicle. AM offered owner $3000 in goodwill trade certificate. Owner requested to work with 45555. AM contacted Justin Taylor at 45555 and advised him that goodwill trade certificate has been offered. Owner may seek another opinion at 52664 for trade in value. Vehicle has been down for 27 days but no repairs have been made. BM38
06/11/2015	Customer [redacted] requested supervisor callback, writer advised a supervisor will call back in 30 minutes.
06/12/2015	[redacted] called, requesting assistance. Writer advised that the customer would contact the person that they've been working with.
06/16/2015	AM spoke to owner again on 6/12. She did trade into a new Chrysler 200 at 60255. AM will get information from dealer and submit goodwill trade certificate. owner emailed AM rental bill as discussed with Call Center. AM will reimburse owner $430.48 for rental from Enterprise 5/29-6/6- there was a $35 a day charge for a Cherokee and a $15 a day young renter fee. BM38

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

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	JCDH49	**Vehicle**	DODGE JOURNEY SE (FWD)		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	05/15/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/15/2015	**Origin**	Roadside Assistance	**Reason**	New Problem
Mileage	649 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
City/State/Country/Zip	ORLANDO				USA
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer	41383	ORLANDO DODGE CHRYSLER JEEP		**Dealer Phone**	4072991120
Dealer Address	4101 W COLONIAL DR				
	ORLANDO		FL	32808 8122	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	Roadside Services - Warranty vehicle boost				
Synopsis					
Customer Anomaly					
Contact Reason	C94	Roadside coverage	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - Roadside Assistance - Coverage Inquiry				

Case Status History

Create Date	Status
05/15/2015 06:01 AM	Open
05/15/2015 06:01 AM	Closed

Initial Description

0430010200-Corporate,Roadside Services,Warranty,Boost,Default,Roadside Services - Warranty vehicle boost,Roadside Services - Warranty vehicle boost

Case Comments

Date	Comment
05/15/2015	Roadside Assistance Contacted - DATE : 2015-05-15 Road Side File Created 05-15-15 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: 595 EAST INTERNATIONAL SPEEDWA 4101 WEST COLONIAL DRIVE ********** DELAND ORLANDO FL USA FL STALLED OUT,CALL CUST WITH OVG,41 MILE TOW DEALER CODE : 41383 ORLANDO DODGE CHRYSLER JEEP

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