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

New Customer Assistance Inquiry Record (CAIR)#

VIN	3D4GG57V69[redacted]	Model Year	2009	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	11/19/2008	CAIR Type	Regular	Status	Closed
Close Date	11/19/2008	Origin	Telephone	Reason	New Problem
Mileage	7,800 Miles	Market	U	Language	English
Contact Email	T0849CM@external.fcagroup.com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	[redacted]	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44966	GULF COAST AUTOPLEX LLC		Dealer Phone	3378244486
Dealer Address	414 Fred & Ruth Zigler Memorial Dr				
	JENNINGS		LA	70546 3025	USA
Dealer Zone		Sales District		Service District	8
Subject	Customer called to inform that the electrical system is down.				
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
11/19/2008 02:25 PM	Open
11/19/2008 02:49 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Customer states that she was locked up inside the veihle.
0108600200-Product,Electrical,Radio/Spkrs/Clock/Antenna,Defective,Default,Radio/Spkrs/Clock/Antenna - Defective,Customer also states that radio was shut down
0124000200-Product,Air Conditioning / Heater,Unknown,Defective,Default,Air Conditioning / Heater - Defective, Customer also states that there is problem with the AC.
0108700200-Product,Electrical,Speedo/Gauges/Ometer/EIC,Defective,Default,Speedo/Gauges/Ometer/EIC - Defective,Customer called to inform that the electrical system is down.

Case Comments

Date	Comment
11/19/2008	Customer called to inform that the electrical system is down. Customer states that the indication lights in the instrument panel are not working. Customer also states that there is problem with the AC. Customer states that she was locked up inside the veihle and that the doors did not open and the radio was shut down. Customer states that she has been to the dealership 7 times. Customer states that she is not happy with the veichle.
11/19/2008	Customer will take the veichle to the dealership.
11/19/2008	Customer states that she has 3 children which includes Twins. Customer states that she liked the veichle but if it is not safe for her family she needs a replacement. Customer will be seeking legal help in this regards. Agent advised that kindly visit the dealership and get the veichle diagnosed.

New Customer Assistance Inquiry Record (CAIR)#					21049519
VIN	3D4PG5FV3A[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/28/2011	CAIR Type	Regular	Status	Closed
Close Date	07/07/2011	Origin	Telephone	Reason	New Problem
Mileage	4,400 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	ANNA	Caller Country	USA	Caller Postal	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45163	WARD CHRYSLER CENTER, INC		Dealer Phone	6184578155
Dealer Address	1412 WEST MAIN				
	CARBONDALE		IL	62901 2230	USA
Dealer Zone	Midwest	Sales District		Service District	K
Subject	Vehicle door damaged during repair.				
Synopsis					
Customer Anomaly					
Contact Reason	C103	Serviced Vehicle Returned With Damage	Customer Anomaly		
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Delivered Damaged vehicle				

Case Status History

Create Date	Status
06/28/2011 08:24 PM	Open
07/07/2011 03:02 PM	Closed

Initial Description

0205011600-Dealer,Service/Body Shop,Transaction,Vehicle Damaged,Default,Vehicle Damaged / Poor Condition,Vehicle door damaged during repair.

Case Comments

Date	Comment
06/28/2011	Customer claims that when his vehicle was being repaired, the dealership scratched and dented his vehicle door, both inside and out. Customer a seeking to have vehicle door replaced at dealership's expence. Customer advised a call back is required and will take place within one business day by COB their time Preferred anytime call back number is 618614240 Who has possession of the vehicle? (Owner/Dealer/IRF) Owner Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 45163 Reassigned to 88F
06/29/2011	Customer called to speak to case Manger Writer advised customer that Case manager has until end of businedd day to contact customer
06/29/2011	* * * * * CASE MANAGER TEAM - District [88P] * * * * * *
06/29/2011	Customer Chrysler history: 1 New 1 Used 0 Household 0 service contarct CONTACT UPDATE - 1st Contact attempt, phone number dialed, 618-614-2408 at 5:00 PM EST. Left message indicating another attempt will be made tomorrow 06/30/2011.
06/30/2011	Briefly summarize why the customer is contacting Chrysler: Caller requested to speak to the case manager Briefly summarize what the customer is expecting Agent transferred caller to the case management department
06/30/2011	2nd attempt made to contact customer. Customer states that he before he had taken the vehicle in for some repairs. Customer states that the the passenger side door would not open from inside nor outside. Customer states that he had been told by dealer that they had to break something in the door to make some repairs. Customer states that because of this there are some big scratches and some protruding dents. Customer states that when he addressed the concern with dealer that they stated that they will repair but do not feel that they should have to replace door and they were just going to repair. Writer will follow up with dealer to get more details.
07/01/2011	Writer placed call to dealer 45163, and requested service manager , however SM was not available, left message for call back. also provided email contact
07/01/2011	Writer attempted to contact dealer Service Manager Nathan, however, SM not available. Service advisor Josh took message for call back
07/01/2011	Writer called customer to let him know that calls have been placed to dealer and at this time we are still waiting for a call back. Writer
07/01/2011	advised we will follow up again on Tuesday
07/05/2011	Writer attempted to contact dealer Service Manager Nathan, however, SM not available. Left message for a return call at extension 66191, also left email contact
07/05/2011	Writer called dealer and requested service manager, Nathan, who stated that the customer had come in for some repairs, dealer did put a small pin hole size which dealer offered to repair. he also stated that the customer had mentioned a small scratch in the door as well which the dealer again offered to repair. Dealer stated that the customer became very rude loud and began demanding and cursing the dealer to change out the whole door. Dealer had advised that they were more than willing to make repairs but would not be able to change out the door. SM states that the general manager also informed that they do not want the customer returning to their shop because of his behavior and threats.
07/05/2011	Writer called the customer and left message for call back
07/06/2011	2nd attempt made to contact customer. Left message.
07/07/2011	Customer calls to speak with their Case Manager.
07/07/2011	Customer called for status. Writer informed the customer that the dealer acknowledged the damage and they had offered to repair. Customer stated that he did not feel it is something that should be repaired and he should be able to get it replaced because this is a new vehicle. Writer advised the issue needs to be addressed with dealer as this would be a dealer dispute. Customer was not happy CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#					21310198
VIN	3D4PG5FVXA[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/03/2011	CAIR Type	Regular	Status	Closed
Close Date	09/20/2011	Origin	Telephone	Reason	New Problem
Mileage	10,105 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	WARREN	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	57081	GALEANA'S VAN DYKE DODGE		Dealer Phone	5865734000
Dealer Address	28400 VAN DYKE AVENUE				
	WARREN		MI	48093 7133	USA
Dealer Zone	Great Lakes	Sales District		Service District	A
Subject	Door handle on the inside doesn't work				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/03/2011 01:51 AM	Open
09/20/2011 04:09 PM	Closed

Initial Description

0450111001-Corporate,Outbound,Survey Follow-Up,CPS,Customer Contact Complete,CPS - Customer Contact Complete,CPS - Customer Contact Complete
0450111000-Corporate,Outbound,Survey Follow-Up,CPS,Default,Corporate Outbound - Survey Follow Up CPS,Corporate Outbound - Survey Follow Up CPS
0123030012-Product,Body / Trim / Paint Finish,Body Hardware,Other,F. Door-Pass,Right Front Door Hardware Inquiry,Door handle on the inside doesn't work

Case Comments

Date	Comment
09/03/2011	CPS Survey Record Received Date: 09/02/2011 Survey Number : AT23836004 Quality Survey ID Number: 193646615 Survey Date : 09/01/2011 VIN Number : 3D4PG5FVXA[redacted] Mapping Class : Dealer Event Type : 1st Warranty Visit CPS Score : 9
09/06/2011	Survey says, " The service guy was great, I took my car in, now my door doesn't open so I have to take it in again. Every time I take it in for two visits, I have to order parts. They always have to order parts. Part of it was for a bulletin and one of the seat parts. One if under a warranty, they were supposed to fix the button and now I can't open my door from the inside."
09/06/2011	* * * * * CASE MANAGER TEAM - District 88Z * * * * * * CONTACT UPDATE - 1st Contact attempt, phone number dialed, 586-574-1034 or 586-574-2480. Left message.
09/16/2011	2nd attempt made to contact customer. Left message.
09/17/2011	Customer states that the door handle doesn't work properly and that this is the second time that he has taken the vehicle into the dealer and it's still not fixed. Writer informed the customer that the dealer will be contacted on Monday to see what can be done. Customer states that he can't afford to take off work anymore to try and resolve this.
09/19/2011	Writer contacted the dealer and spoke to Kenny in parts who states that they have a UPS tracking number (1[redacted] and it should be in today.
09/19/2011	1st Contact attempt, phone number dialed, 586-574-1034. Left message advising the customer that the part shows that it's at the dealer as per UPS tracking number.
09/20/2011	2nd attempt made to contact customer. Left message informing the customer that the part is at the dealer and to call back in if he has further questions. CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#					21424449
VIN	3D4GG57V59[redacted]	Model Year	2009	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/05/2011	CAIR Type	Regular	Status	Closed
Close Date	11/03/2011	Origin	Telephone	Reason	New Problem
Mileage	46,100 Miles	Market	U	Language	English
Contact Email	T7159TL@external.fcagroup.com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	BRANDON	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45503	JOE USRY CHRYSLER JEEP DODGE		Dealer Phone	6015005555
Dealer Address	5395 I 55 N				
	JACKSON		MS	39206 4144	USA
Dealer Zone		Sales District		Service District	8
Subject	PCM was replaced.				
Synopsis					
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/05/2011 05:23 PM	Open
10/21/2011 10:53 PM	Closed
11/02/2011 03:44 PM	Reopen
11/03/2011 03:50 PM	Closed
11/03/2011 03:50 PM	Reopen
11/03/2011 04:06 PM	Closed

Initial Description

0202000000-Dealer,Loaner Vehicle,Unknown,Other,Default,Loaner Vehicle Inquiry,Customer was provided rental for this issue.
0201036000-Dealer,Facilities,Sales / Show Room,Inviting,Default,Inviting Dealer Sales / Show Room,Customer was pleased with the sales department.
0204010000-Dealer,Sales,Transaction,Other,Default,Sales Transaction Inquiry,Customer was traded out of the vehicle.
0207020100-Dealer,Rejected,Service,Unresolved,Default,Rejected Dealer - Service Unresolved,Customer stated dealership rejected to repair the vehicle.
0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,Customer requested a rental vehicle.
0427000000-Corporate,CNA Change,Default,Default,Default,Request for CNA Change,Customer updated information.
0108200000-Product,Electrical,Ignition System,Other,Default,Ignition System - Inquiry,Win module was replaced and keys were reprogrammed.
0118002800-Product,Drivability,Unknown,Hesitation/No Power,Default,Hesitation / No Power,Vehicle would not start or have no power.
0108820000-Product,Electrical,Power/Engine Control Module,Other,Default,PCM/ECM Inquiry,PCM was replaced.

Case Comments

Date	Comment
10/05/2011	Briefly summarize why the customer is contacting Chrysler: Customer stated that they took their vehicle to the dealership and has had it repaired twice, the master control board has been replaced twice. The customer stated that their vehicle locked while she was inside and she could not get out. She has had problems with this issue, she went to the dealership again, yesterday 10/04/11, told the Service Manager, Revel, what was going on and he asked her what she wanted him to do. She asked him to look at it again and fix it properly, he told her the problem was not currently happening at that time and she should call Chrysler for further assistance. The customer is upset with this Service Manager. Briefly summarize what the customer is expecting: Customer is lodging a complaint and also would like her vehicle repaired properly or she would like another vehicle as she does not feel safe with the current one. 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 601-832-9076/601-605-3972 Preferred Afternoon/Evening call back number is 601-832-9076/601-605-3972 Customer email address for case updates: N/A Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name JOE USRY CHRYSLER JEEP DODGE 5395 I 55 N JACKSON, MS 39206 4144 601-500-5555 Reassigned to 88F
10/06/2011	Writer deleted duplicate narrative as per SN584
10/06/2011	* * * * * CASE MANAGER TEAM - District 88U * * * * * * 2nd Owner New:1 Used:1 Household:1 Warranty: Purchased vehicle outside of the basic warranty by 268 miles. Service contract: Lifetime Unlimited Mileage Maximum Care.
10/06/2011	CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer contacted customer on behalf of there concerns, customer was unavailable Left Message. 601-605-3972. Left Message.
10/06/2011	Customer called in requesting case manager, transfered over to case manager
10/06/2011	Customer states that the master control board was replaced at Wilson dodge dealership both times. Customer purchased it from all star dodge which closed down so customer took it to. Customer is still having the same issues with the part so customer took it to Joe Usry CJD and customer has worked with the same service manager throughout the entire affair. Customer states that the last time she took the vehicle to the dealership they have not been very helpful. Customer states her vehicle locks her in her car. Customer states that it seems as if her car is possessed. Customer states that she wants to get out of her vehicle and she wants to get a truck. Customer states that her vehicle to the dealership for them to look at it. She stated that the dealership would not help her and she was told to call Chrysler. Customer contacted to see if we were able to help her because the dealership is unwilling to help her. Customer states that her vehicle has left her stranded. Customer does not trust her vehicle and cannot deal with this issue any longer. Customer has worked with Revel at the dealership.
10/07/2011	DEALER CONTACT- Writer spoke to Service Manager Betty Sue Rowan. On 6/22/09 Action Chrysler a wireless control module was the problem and it was replaced. On 05/28/11 horn was honking, no codes found, operators observed the vehicle 182891 star case opened but they were unable to duplicate the issue and no repairs were made on the vehicle. There is no ticket open but they would be happy to take a look at the vehicle and bring it in the morning and be prepared to leave the vehicle. They will check the vehicle all day and be able to try to find the problem. Friday is the busiest days so tell customer to go on Monday Tuesday Wednesday or Thursday.
10/07/2011	CUSTOMER CONTACT-601-832-9076 Writer informed the customer of lines 62-66. Customer states the last time it happened they could not find out what was wrong with it. Customer states that she will take the vehicle in on Monday. ######### 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 electrical issues. Agent called dealer and spoke to Betty Sue Rowan, informed that CAIR was being sent. Please update this CAIR with resolution. ##
10/07/2011	REASSIGNED TO BC/DLR 63 45503 10/07/11 10:35 O 21424449
10/10/2011	Customer requested to speak with Case Manager. Writer advised that Case Manager is not available. Customer stated she will contact Case Manager on 10/11/11
10/11/2011	CUSTOMER CONTACT: [redacted] Left Message.
10/11/2011	DEALER CONTACT- 601-500-5654 Writer spoke to Service Manager Betty Sue Rowan about customers electrical issues with the vehicle. Left Message.
10/11/2011	Customer called to speak to CM, Transfer to Ext. 66104
10/11/2011	Customer contacted back and states that they did not find anything wrong so the star case has been sent up to the technicians in MI. The AnswerCONNECT article that was referenced to provide the answer to the customer was # 17887.
10/11/2011	*Contact Date:10/11/2011 Service Manager at the dealership has updated the [redacted] An appointment has been set with the customer.

Date	Comment
10/11/2011	Dealership Service Manager Betty Sue Rowan states that no codes were shown and that the problem needs to be handled get the vehicle back in so that it will be there when they call back. CUSTOMER CONTACT-[redacted] Writer will contact customer to update her on taking the vehicle back in to the dealership. Customer will contact teh dealership to see what they say.
10/11/2011	MS DEBBIE KOONTZ calling for TL345, transferred.
10/11/2011	Customer states that evidently called last night and wanted the car at the dealership and they want the vehicle over there right now. Writer is considering helping with a rental vehicle if dealership cannot provide one.
10/11/2011	Customer told agent she had to bring vehicle back to dealership today, customer feels that she should receive a rental vehicle. Agent told customer that she will contact the dealership and see if we could authorize a rental. Agent contacted dealership, agent spoke with SM Betty Sue, SM explained that we are waiting for STAR to reply back about the case. SM told agent she is willing to authorize a rental once they hear back from STAR but at this time we cannot authorize a rental. SM told agent that they are shuttling her to work and back. Agent explained situation to customer, customer was not happy with this. Customer requested a call back from case manager tomorrow morning.
10/11/2011	Caller DEBBIE KOONTZ requesting to speak with Supervisor. Customer said she keeps having to go back and forth to the dealer over the vehicle's issue with the door locks and dealer can not fix it and no rental can be authorized. Writer told her a supervisor would call her back in 1-2 hours. Wrirter submitted a call back form to BR343.
10/11/2011	Supervisor call approved by BE115. BR343 delivered supervisor form to BE115.
10/11/2011	***SUPERVISOR*** Writer called customer to speak with her about her vehicle's situation. Customer is concerned about being stranded somewhere to wait for her vehicle to act up. Customer was told to bring her vehicle in immediately due to engineers wants to provide duplication information. Customer was told that her vehicle was not safe. Customer would like another vehicle. Writer informed customer that rental would be discussed as preliminary while vehicle is being diagnosed but it would not be indefinitely provided. Customer understands and is aware she will be contacted back after writer speaks with the dealership. Writer or Case Manager will contact dealer to verify progress with STAR case and if there is not resolution be an advocate for customer with Sales Manager to provide possible trade in assistance.
10/12/2011	CUSTOMER CONTACT-601-832-9076 Writer contacted customer to see what happened with the case while writer was out of the office. Customer was unavailable Left Message with extension 66104.
10/12/2011	Customer contacted back and stated that they contacted the customer and stated that she needed to take the vehicle into the dealership and they stated that would get her a rental vehicle. Customer states at 3:45 she contacted and she spoke to another person who stated that nothing has been approved. So customer picked up the vehicle and spoke to BE115 who stated that she was going to find out what is going on. Writer contacted dealership to approve a rental for up to 7 day's. Customer states that
10/12/2011	Revele Applewhite was very rude to the customer at the dealership. DEALER CONTACT-Acting Service Manager Paul stated that they will give the customer a rental vehicle for 7 days at $35.00 a day.
10/18/2011	CUSTOMER CONTACT-[redacted] Writer contacted customer to see if vehicle is repaired yet or not. Customer stated that she is still in the rental and was informed that they thought it was the Wireless ignition switch and writer will need to contact the dealership. DEALER CONTACT-601-500-5654 Writer called to speak to Service Manger Betty Sue Rowan about the vehicles repairs. Service Manager states that there are parts ordered. Service Manager Betty found a fix while she was at a Technician meeting in orlando and is waiting on parts. Estimated Time Arrival is on Friday 10/21/11. Customer states that this is great and she hopes that this fixes the issue.
10/21/2011	DEALER CONTACT-[redacted] Writer called to speak to Service Manager Betty Sue Rowan to obtain diagnosis information. Customer has picked up the vehicle and the repairs are completed.
10/21/2011	*Contact Date:10/21/2011 Customer request has been fulfilled. CAIR RETURNED FROM DEALER ON '10/21/2011' AT' 06:50:170 'R 21424449
10/21/2011	CUSTOMER CONTACT-601-832-9076 Writer called to confirm with customer that the repairs are completed and the case can be closed out. Customer states that the vehicle is fine and if the vehicle is acting up again to bring it back in. Customer states that if she has issues she will contact back and contact the dealership. CLOSED LOOP UPDATE - no need for additional follow-up.
11/02/2011	Customer called stating that she is having the same issue with her vehicle. Caller asked to speak with TL345 the case manager. Agent was getting more information when the call ended.
11/02/2011	Customer states that the issue is not resolved. Customer calls to speak with their Case Manager. Agent transferred the customer to case manager TL345 at extension 66104.
11/02/2011	Briefly summarize why the customer is contacting Chrysler: Customer called today because she states that the problem is not resolved Customer states that this morning the same thing described above happened to her Briefly summarize what the customer is expecting: Customer is seeking further assistance from Chrysler for this ongoing issue 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 601-832-9076 Preferred Afternoon/Evening call back number is 601-605-3972 Customer email address for case updates: bdstanley0405@att.net Who has possession of the vehicle? dealership Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 45503 Reassigned to 88F
11/02/2011	Status update provided via email to the following email address: bdstanley0405@att.net Hey Debbie, I recieved your case again I am going to give you a call 1-800-763-8422 extension 66104 Case number 21424449 Thanks Tayler End of Status Update
11/02/2011	CUSTOMER CONTACT-601-605-3972 Writer contacted customer to see if the vehicle can be traded out of. Customer does not want the vehicle any longer and would like the dealership could trade her out of the vehicle.
11/02/2011	DEALER CONTACT- 601-500-5555 Writer called to speak to Service Manager Betty Sue Rowan. SM states that they are replacing both of the key remotes and she finally has a fix for the issue. Customers keys did not open the door and starts the alarm, SM states that do not attempt to start it because SM needs to duplicate the issue. SM is replacing both key remotes and reprogramming them. SM replaced win module and reprogram. Service Manager states that she does not qualify for lemon law because it could not duplicate. Service Manager Betty Sue Rowan will see if she can get her traded out of the vehicle.
11/02/2011	######### 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 with the vehicle. Please update this CAIR with resolution. ##
11/02/2011	REASSIGNED TO BC/DLR 63 45503 11/02/11 14:42 R 21424449
11/02/2011	DEBBIE D KOONTZ called to speak with the case manager. Writer transferred the customer to ext 66104.
11/02/2011	CUSTOMER UPDATE-601-832-9076 Customer is going to contact the dealership to see if she can be traded out of the vehicle and/or fix the issue that is occurring.
11/03/2011	*Contact Date:11/03/2011 Warranty repair has been documented on Repair Order#36442 CAIR RETURNED FROM DEALER ON '11/03/2011' AT' 10:58:511 'R 21424449
11/03/2011	DEALER CONTACT-601-500-5555 Writer called to speak to the Service Manager Betty Sue Rowan about the repairs done. Left Message on voice mail. CUSTOMER CONTACT-601-605-3972 Writer called to see if there is an update on the status of this case in regards to trading out of the vehicle. Customer went to the dealership yesterday and traded out of the vehicle. Customer states the dealership was very understanding and everything worked out well for her. Customer is going to send in a letter for how much help she has received. CLOSED LOOP UPDATE - no need for additional follow-up.
12/09/2011	Customer seeking rental assistance because repairs being done. Service Manager contacted at 45503 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 9 days of rental per guidelines in Warranty Bulletin D-11-01.

New Customer Assistance Inquiry Record (CAIR)#					21435539
VIN	3D4PG5FV2A[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/07/2011	CAIR Type	Regular	Status	Closed
Close Date	11/21/2011	Origin	Telephone	Reason	New Problem
Mileage	4,264 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	MACOMB	Caller Country	USA	Caller Postal	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER D		Dealer Phone	5867277577
Dealer Address	67567 S MAIN ST				
	RICHMOND		MI	48062 1925	USA
Dealer Zone	Great Lakes	Sales District		Service District	D
Subject	vehicle will not unlock				
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
10/07/2011 09:29 PM	Open
10/20/2011 07:18 PM	Closed
10/27/2011 04:48 PM	Reopen
11/21/2011 01:19 AM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0421000000-Corporate,Technical Assistance,Default,Default,Default,Request for Technical Assistance,vehicle locks up and will not open
0108005700-Product,Electrical,Unknown,Intermittent or Inoperative,Default,Electrical - Intermittent or Inoperative,vehicle will not unlock

Case Comments

Date	Comment
10/07/2011	Briefly summarize why the customer is contacting Chrysler: Customer's husband stated the electrical system has not been working properly on this vehicle. Customer's husband stated three times the vehicle has caused a problem with being unable to get out of the vehicle. Customer's husband stated the alarm went off and the manual key was used to get into the vehicle the first time. Customer's husband stated the door is locked and will not open from the inside at all. Customer stated the vehicle also came out of park while the vehicle was still off. Customer stated the last time his wife had the vehicle on a trip and it was taken to another dealership who did some repairs. Customer's husband stated the dealership could not guarantee this would work. Last week happened to the husband, last week to his wife and when picking it up the vehicle was still on the parking lot of the dealership and it happened again. Customer's husband stated the last dealership was La Grange dealership code 57059. Customer's husband stated his wife is scared to drive the vehicle. Briefly summarize what the customer is expecting: Another vehicle or money back on this one. Customer's husband stated this is a safety issue. Agent advised documentation would be sent to case 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 586-216-8265 cell Please call after one pm Preferred Afternoon/Evening call back number is 586-216-8265 Customer email address for case updates: customer declined Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 59655 Reassigned to 88F
10/10/2011	* * * * * CASE MANAGER TEAM- District V * * * * * *
10/10/2011	Customer does not have an email.
10/10/2011	Original owner, active 7/100 service contract
10/10/2011	CONTACT UPDATE - 1st Contact attempt, phone number dialed, 586-216-8265. Customer states that his issue first started to occur on September 28, 2011, when security alarm goes off, you can not open the door and customer vehicle came out of park. Customer took ve3hicle to dealer three times to have repaired; customer believes that the issue with the left door not opening and vehicle coming out of park with out key in the ignition is a safety hazard. Customer states that he would like Chrysler to Buy-back his vehicle and provided him with a new vehicle at no cost. Customer informed a call back is required and will take place within one business day. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Customer email address for case updates: Customer does not have an email. Who has possession of the vehicle? Owner MISS CAROL BERANEK-CAROSO 50539 ALDEN DR MACOMB , MI 48044 Is this a request for Lemon Law, buy-back or replacement? buy-back Reassigned to 88L
10/11/2011	Reassigned to I2R for follow-up.
10/13/2011	********Kim Anderson with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Kim Anderson at 888-542-7239, extension 440. Thank you.**********
10/13/2011	10/13/2011 KA286 Spoke with Dave SA at Huvaeres- only ever did oil changes Spoke with Gabe SA at Sterling- was in there for 1 day on 9/27 for a no crank issue (FOB key issues)- they could not duplicate Spoke with Meredith SA at LaGrange- they had vehicle from 10/4 -10/6 for same FOB issues (key doesnt work, doors lock on their own, alarm goes off with key in ignition). They contacted STAR, performed a TIPM and returned to owner
10/13/2011	Initial call with owner, in repair for FOB key issues, alarm goes off, doors lock by themselves even when button is in unlock position. Said Lagrange tried to give it back to owner on 10/4 but when MRS got in vehicle on dealership lot it wouldnt unlock; she called her husband and went back in. He actually phoned them and told them where to look, what to check and they opened a STAR case. (says he did electrical work for Jeep for 40 years- now retired) They performed a TIPM and told owner they think it is resolved. Says have had vehicle back 1 week and he is driving it; wife is afraid to get stuck with it. Advised him what we do, gave him phone number and explained I will keep checking on him and make sure repairs are complete
10/18/2011	10/18/2011 KA286 Called owner and left message checking on repairs
10/20/2011	10/20/2011 KA286 Called owner and left message checking on vehicle repairs
10/27/2011	10/27/2011 KA286 Spoke with owner, had to take his vehicle back in for repair, went dead again. >Spoke with Jerry SA at Dick Huvaere's, said they got vehicle in on 10/22- had many codes that basically read loss of communication. They cleared the codes, drove it a little and are about to return to owner. I asked him to please involve STAR before returning, clearing codes does not resolve the issue. He said he would.
10/27/2011	10/27/11 Emailed gpj1 regarding customer has contacted us regarding further electrical concerns and requested he advise. CM
10/27/2011	10/27/2011 Please contact the customer review cocnern and handle on merits. GPJ
10/28/2011	10/28/2011 KA286 Forward to DM to handle
11/01/2011	On 10/31/2011 Owner called about vehicle- have not picked up yet- explained to them case was forwarded to DM to handle -
11/01/2011	11/1/2011 KA286 Owner left a voicemail, picked up vehicle last night and on the way home it broke down again. Horn, alarm and all dash lights came on and then it died.
11/01/2011	11/1/11 Emailed CRM(gpj1) customer contacted I2R regarding he has not been contacted and vehicle stalled again on the way home from the dealership. Requested he advise. CM
11/01/2011	11/1/2011 Please contact the customer review concern and handle on merits. GPJ
11/01/2011	11/1/11 Received email response from gpj1 "Phil, Please see below, cair is still open in your in box. Thanks" CM
11/03/2011	11/3/2011 KA286 Owners called on 11/2/2011 and again this morning, still not contacted. Vehicle is broke down in their garage

Date	Comment
11/04/2011	11/4 The dealership has been in contact with the customer and the dealer has been updating Area Manager. _
11/04/2011	11/4 Dealer has identified the issue. Previously they have not been able to duplicate the concern. Parts have been ordered and should be in next week. Area Manager will follow up with dealer on Monday to see if vehicle had been repaired. _
11/07/2011	11/7 Dealer has received the parts and is working on completing the repairs
11/10/2011	11/10 Dealer is completing the repairs should be completed today.
11/15/2011	11/15 Vehicle has been returned to the customer.

New Customer Assistance Inquiry Record (CAIR)#					21497017
VIN	3D4PG5FVX[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/25/2011	CAIR Type	Regular	Status	Closed
Close Date	11/04/2011	Origin	Telephone	Reason	New Problem
Mileage	13,530 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	MCDONOUGH	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26620	CRONIC INC		Dealer Phone	7702274271
Dealer Address	2515 N EXPRESSWAY				
	GRIFFIN		GA	30223 7200	USA
Dealer Zone	Southeast	Sales District		Service District	H
Subject	Rear door unable to open from inside.				
Synopsis					
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/25/2011 08:11 PM	Open
11/04/2011 05:36 PM	Closed

Initial Description

0469000000-Corporate,Enhanced Customer Satisfaction Program (ECS),Default,Default,Default,Enhanced Customer Satisfaction Program (ECS),Enhanced Customer Satisfaction Program (ECS)
0123035628-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Rear Facia/Valance,Rear Facia / Valance Hardware - Misaligned / Poor Fit,Rear bumper pops off when going over bump
0108035700-Product,Electrical,Power Hatch/Deck Lid,Intermittent or Inoperative,Default,Power Hatch/Deck Lid - Intermittent or Inoperative, Rear door unable to open from inside.

Case Comments

Date	Comment
10/25/2011	****Begin structured narrative Enhanced Customer Satisfaction ***Enhanced Customer Satisfaction Team**** Owner is being handled by the Enhanced Customer Satisfaction Team. Transfer the customer to 866-275-1420. ****End structured narrative Enhanced Customer Satisfaction
10/25/2011	[redacted]
10/25/2011	...Dealer called in for authorization to repair rear door as well as repair the back bumper. Writer will call customer and introduce herself as her CA.
10/26/2011	...Writer called customer and left message to have customer callback. Writer to introduce herself.
10/26/2011	...Dapis created.
10/28/2011	...Writer called customer busy line. Will try again.
11/01/2011	...Writer called customer to check on repair of vehicle. Writer left message for customer to return my call.
11/02/2011	...Writer called and attempted to talk to customer. Line was busy. Will try again.
11/02/2011	...Writer attempted to call customer and did not get an answer. Writer could not leave message because an answering machine did not kick in. Will try customer again.
11/04/2011	...Writer called service and service informed writer that they will call customer to get her back into the body shop to repair bumper. Writer will check back on Tuesday to see if service has made the appointment.
11/04/2011	...Writer made 3 attempts to get in touch with customer. Writer will now close out case.
11/08/2011	.
11/09/2011	....Writer called dealer to get status of vehicle. Customer has vehicle but dealer is just waiting on a loaner to come into the shop so that the customer will have something to drive. Doug is informed of this as well as the customer. Repairs will start once the dealer has a loaner to give to the customer. Writer will check back with dealer on Friday 11/11 for another update.
11/11/2011	...Writer called dealership and was informed that customer will be in the first of the week for bumper repair.

New Customer Assistance Inquiry Record (CAIR)#					21528401
VIN	3D4PH1FG5E[redacted]	Model Year	2011	Brand	DODGE
Body	JCEE49	Vehicle	DODGE JOURNEY MAINSTREET AWD HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	11/03/2011	CAIR Type	Regular	Status	Closed
Close Date	11/03/2011	Origin	Telephone	Reason	New Problem
Mileage	0 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			[redacted]	[redacted]
[redacted]	[redacted]	Caller Country	USA	Caller Postal Code	10965-1415
Customer	[redacted]				
Customer Address					
Dealer	66689	ROCKLAND CHRYSLER JEEP DODGE		Dealer Phone	8456273700
Dealer Address	60 ROUTE 304				
	NANUET		NY	10954 2924	USA
Dealer Zone	Northeast	Sales District		Service District	J
Subject	rear doors do not open from the inside				
Synopsis					
Customer Anomaly					
Contact Reason	C7	Accessory Technical Data	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Accessories - Accessories - Technical aspects & assembly				

Case Status History

Create Date	Status
11/03/2011 03:31 PM	Open
11/03/2011 03:34 PM	Closed

Initial Description

0415000000-Corporate,Recall,Default,Default,Default,Recall,recall inquiry
0421000000-Corporate,Technical Assistance,Default,Default,Default,Request for Technical Assistance,rear doors do not open from the inside

Case Comments

Date	Comment
11/03/2011	Briefly summarize why the customer is contacting Chrysler: The customer called because even with the child safety locks off, their back doors can't be opened from the inside. Agent advised that they would need to get their vehicle looked at by a dealership. Briefly summarize what the customer is expecting: The customer wants their vehicle fixed

New Customer Assistance Inquiry Record (CAIR)#					22147430
VIN	3C4PDCAB0CT[redacted]	Model Year	2012	Brand	DODGE
Body	JCDH49	Vehicle	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	04/20/2012	CAIR Type	Regular	Status	Closed
Close Date	04/20/2012	Origin	Telephone	Reason	New Problem
Mileage	100 Miles	Market	U	Language	English
Contact Email	T9770IS@external.fcagroup.com.invalid	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	[redacted]	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44545	GOOD BROTHERS DODGE INC		Dealer Phone	7813318300
Dealer Address	577 COLUMBIAN STREET				
	SOUTH WEYMOUTH		MA	02190 1131	USA
Dealer Zone	Northeast	Sales District		Service District	B
Subject	2012 DODGE JOURNEY SE HATCHBACK				
Synopsis					
Customer Anomaly					
Contact Reason			Customer Anomaly		
Reason Code	After Sales - Information & Assistance Requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
04/20/2012 06:20 PM	Open
04/20/2012 06:25 PM	Closed

Initial Description

0450111201-Corporate,Outbound,Survey Follow-Up,IQS,Customer Contact Complete,IQS - Customer Contact Complete,2012 DODGE JOURNEY SE HATCHBACK

Case Comments

Date	Comment
04/20/2012	Final Attempt: JD Power Outbound. Agent contacted the customer regarding their new vehicle. Customer has no questions or concerns at this time. Customer is very happy with this vehicle. Agent provided the customer assistance phone number for any future questions or concerns. Customer confirmed mailing address and agent updated COIN. The customer is having an issue with the rear doors are not opening from the inside regardless if the child locks are set or not. The customer has an appointment with the dealership to have the problem fixed tomorrow. ***End***

New Customer Assistance Inquiry Record (CAIR)#					22355797
VIN	3D4GG57V79[redacted]	Model Year	2009	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/25/2012	CAIR Type	Regular	Status	Closed
Close Date	07/03/2012	Origin	Telephone	Reason	New Problem
Mileage	98,000 Miles	Market	U	Language	English
Contact Email	T5788C0@external.fcagroup.com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	LEONARD	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	63975	MILOSCH'S PALACE CHRYSLER JEEP		Dealer Phone	2483932222
Dealer Address	3800 S LAPEER RD				
	LAKE ORION		MI	48359 1325	USA
Dealer Zone	Great Lakes	Sales District		Service District	C
Subject	Left Front Door Hardware - Inoperative				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/25/2012 12:13 PM	Open
07/03/2012 06:16 PM	Closed

Initial Description

0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law
0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,Left Front Door Hardware - Inoperative

Case Comments

Date	Comment
06/25/2012	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Customer states she has had numerous problems with the vehicle. This time customer was trapped in the vehicle. Door would not open from the inside or outside. Customer states she had to climb through the window at the dealership. Customer states that Dealership is seeking Chrysler's permission to cut the door off the vehicle. Briefly summarize what the customer is expecting: Customer is seeking vehicle be bought back. ****End structured narrative T2 - Beginning Narrative 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 2487362227 Preferred Afternoon/Evening call back number is 2487362227 Customer email address for case updates: Refused Who has possession of the vehicle? Dealership Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code?63975 Reassigned to 88F
06/25/2012	********** QUALIFIER TEAM********** This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired The customer was also informed that a case manager will be assigned to them for further follow-up. RESEARCH RESULTS: Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer has no related repairs in the terms and now appears to be outside the terms of protection. Number of related repair attempts = 0. Number of days out of service = 0.
06/26/2012	CONTACT UPDATE - 1st Contact attempt, phone number dialed, 248-736-2227 Writer called customer and informed them of the above information. Dana Stroven is stating she is tired of this vehicle and now she is unable to get in the door. Writer informed customer that Dodge does want their vehicle repaired and we will escalate their case to seek resolution. Writer called dealership and informed SM Jim per voice mail customer requested Lemon Law and the vehicle did not appear to meet the guidelines. Writer is sending cair to 88D for further handling.
06/29/2012	[redacted]
06/29/2012	Writer will follow up with customer once he has had a chance to drive the vehicle and make sure there are no further issues.
06/29/2012	Status update provided via email to the following email address: jstroven@hotmail.com Hello, My name is Carlee 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 listed above. The Chrysler Case Management telephone number is: 800-763-8422 My direct extension: 66300 My work hours are: 10am-6:30pm Eastern Standard Time Monday-Friday NOTE: This is a one-way email communication. Please do not reply. End of Status Update
07/03/2012	Customer states she doesn't know what repairs were done on her vehicle as the dlr did not have a repair order ready for her because there were so many repairs done on her vehicle. Customer expressed dissatisfaction with vehicle. Customer states she does not feel safe in her vehicle and does not let her son drive her vehicle because she feels it is a dangerous vehicle. Customer feels Dodge doesn't care about her vehicle and about her door. Customer states she will never buy another Dodge and can't wait till she gets out of her vehicle. Customer alleges that in 2 months she will have more repairs that are needed. Customer states she knows that Dodge cannot buy her vehicle back and feels nothing is being done for her. Customer states she has had to pay $100 co-pay every month along with her car payments. Customer states she has nothing further to say and that Dodge has nothing further to say to her. Writer tried to explain to customer that we do take every concern brought to our attention very seriously and want to make sure that all the issues are resolved. Customer states they are not. Customer wanted to know what Dodge was going to do about her door that has already been repaired. Writer explained to customer that if no further repairs are needed, we will be closing the case. Customer was not happy, and states she is done with DODGE. Customer disconnected call.
07/03/2012	CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#					22565681
VIN	3D4PG5FVX[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/27/2012	CAIR Type	Regular	Status	Closed
Close Date	10/09/2012	Origin	Telephone	Reason	New Problem
Mileage	53,416 Miles	Market	U	Language	English
Contact Email	T7379AD@external.fcagroup.com.invalid	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	MURRIETA	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	61339	JACK POWELL CHRYSLER DODGE JEEP		Dealer Phone	7607452880
Dealer Address	1625 AUTO PARK WAY				
	ESCONDIDO		CA	92029 2008	USA
Dealer Zone	California	Sales District		Service District	N
Subject	Electrical issues				
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
08/27/2012 08:38 PM	Open
10/09/2012 12:08 AM	Closed

Initial Description

0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law
0108005700-Product,Electrical,Unknown,Intermittent or Inoperative,Default,Electrical - Intermittent or Inoperative,Electrical issues

Case Comments

Date	Comment
08/27/2012	Briefly summarize why the customer is contacting Chrysler:Customer called in because he continuously has electrical problems with the vehicle. the customer stated they get locked in the vehicle, they get locked out of the vehicle, vehicle will not start, gauges are bouncing and lights are flashing, a/c blows out hot air. Customer stated that it has been to the dealership multiple times and the last visit to the dealership they stated that it was a battery issue and had it replaced and now the vehicle is doing it again. Briefly summarize what the customer is expecting:Customer is expecting help with this issue. 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 812-573-8200 Preferred Afternoon/Evening call back number is 812-573-8200 Customer email address for case updates: N/A Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? No If a CDJ dealer has diagnosed, what is the dealer name or code [redacted] Reassigned to 88F
08/28/2012	* * * * * CASE MANAGER TEAM- District 88P * * * * * * Customer Profile Servicing Dealership- Expressway Dodge INC Ownership- Original Owner Owned- 1 New Vehicle New- 1 Vehicle Currently Owns- 1 New Vehicle Service Contract- Lifetime Unlimited Mileage Maximum Care Out Of Warranty Mileage- 14,000 Pilot Program- Yes Previous CAIR's- 20994349-Goodwill Escalation Matrix - Escalated- Date Created 06/16/2011- Date Closed 06/22/2011 12135236- STAR-US Electrical- Intermittent Operation- Date Created 03/06/2012- Date Closed 03/20/2012 12024344-STAR-US Electrical- Intermittent Operation- Date Created 01/23/2012- Date Closed 01/30/2012
08/28/2012	Agent left Service Manager Brian at 44124 dealership a message at 812-484-2746
08/28/2012	CONTACT UPDATE - 1st Contact attempt, phone number dialed, 812-573-8200. Agent was unable to reach live contact with customer or leave a message the line rang up to 0:16 seconds and the line disconnected
08/29/2012	Agent spoke with Service Manager Brian about this customer's vehicle and the customer being from California but having the 44124 dealership code. SM Brian states never have seen this vehicle before never heard of this customer before
08/29/2012	[redacted]
[redacted]	[redacted]yahoo.com Mr. Lockyear, My name is Amber and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have in addition to information listed above: Chrysler Case Management telephone Number: 1-800-763-8422 My direct extension: 66378 My work hours: Monday Through Friday From 9:30AM To 6:00PM Mountain Standard Time. I have not been able to reach live contact with the Service Director Gary over at the Jack Powell Chrysler Jeep Dodge Dealership. I do apologize for this I didi however just leave another voicemail requesting a call back on Tuesday 09/04/2012. I will try again on Tuesday morning so we can get these electrical vehicle concerns resolved. Have a good weekend and holiday!! Case Manager Amber End of Status Update
09/01/2012	Agent left message for Service Director Gary requesting a call back with more information to see if assistance can be provided to the customer
09/04/2012	Agent spoke with the Service Manager Gary about the customer electrical vehicle concerns. Agent informed the SM Gary that the customer has contacted CAC reason being the customer is experiencing electrical issues again and this is a reoccurring concern. SM Gary states that time the vehicle was at the dealership was back in April the customer needs to call an make an appointment to have the vehicle diagnosed
09/04/2012	Agent left customer a message in regards to customer needing to make an appointment to have the vehicle diagnosed as per Service Manager Gary

Date	Comment
09/05/2012	Agent received a call from customer in regards to customer having some updated information to add to the case. Customer states took the vehicle into the dealership yesterday afternoon and were not at all impressed or even pleased with the dealerships attitude towards the customer. Customer alleges that the dealership informed the customer that this can not be an on going issue if the dealership has no record of the customer or the customer's vehicle or any history on the vehicle. Customer states that the dealership informed the customer had no history of the agent contacting the dealership as well. Customer alleges that the dealership was refusing to assist the customer with a rental vehicle for this reoccurring concern. Customer received a rental through the dealership with Enterprise and the customer alleges that even Enterprise had a history of the customer so how come the dealership is stating otherwise, Customer informed the Service Manager Gary who was the one the customer was discussing the vehicle concerns with at the time the vehicle was brought to the dealership and informed SM Gary that the last time the vehicle had to be towed to the dealership because the vehicle wouldn't start so there is record of the vehicle. Customer is requesting buy back and believes this vehicle is nothing but a lemon and this has been an on going issue since the vehicle had 8,000 miles on it and the vehicle is at about 53,000 as per customer alleges. Last time the customer was locked inside the vehicle was on Thursday the windows wouldn't go down, the doors would not unlock, the doors would not open, the lights kept flashing on the dash board the husband had to leave work to come pull the battery out to shut down the vehicle to get the customer out of the vehicle. Time before that was Tuesday of last week the customer was locked inside the vehicle. Customer states that when the vehicle locks and the customer is locked out of the vehicle the customer will put the key in the door turn it and nothing happens the key fob has already been replaced the battery has already been replace the issue is still occurring. Customer alleges that the dealership is not really willing to assist unless the customer can duplicate the vehicle and bring it to the dealership when these concerns are occurring customer informed the dealership that the customer can not duplicate the vehicle concern it happens without warning and at random times. Customer would like the vehicle bought back and is requesting buy back. Agent informed the customer at this time this case will be turned over to a qualifying agent that will be in contact with the customer in 24- 48 hours after being
09/05/2012	furthered reviewed to determine a decision. Customer understood and would like the husband to be contacted at 812-573-8200 will be available to reach contact reason being the customer's wife will be at work.
09/06/2012	********** QUALIFIER TEAM********** CONTACT UPDATE - 812-573-8200. This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired The customer was also informed that a case manager will be assigned to them for further follow-up. RESEARCH RESULTS: Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have the needed repairs and now appears to be outside the terms of protection. Number of related repair attempts = 1. Number of days out of service = 16. Writer called customer to inform them of the above information. Customer is stating that he is scared to drive the vehicle and wants to know who will pay his funeral expenses if something happens. Writer informed customer that Dodge does want his vehicle repaired and if he does not feel the vehicle is safe to drive we will want to work with the dealership to seek resolution. Writer called dealership and informed SM Matt customer requested Lemon Law and the vehicle did not appear to meet the guidelines. Writer is cair to AD1032 for further handling.
09/07/2012	Agent spoke with customer about the unresolved electrical vehicle concerns. Customer states that the vehicle is at the dealership now today is the 3rd day it has been at the dealership and the customer has not received a call from the dealership with any updates. Agent informed customer that the dealership will be contacted about the customer's unresolved concern and see if a solution can be reach to resolve this concern
09/07/2012	######### 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 Electrical Concern- Intermittent or Inoperative. Customer has requested Buy Back but did not qualify. Customer has requested that the dealership buy back the vehicle does not feel safe in a vehicle that locks the customer in at random times and the vehicle continues to be taken to the dealership to be resolved and hasn't been resolved. Customer feels that even if the dealership completes repairs the reoccurring electrical concern will continue and never be resolved customer does not trust the vehicle and would like the dealership to buy it back. Action requested: Needs the dealerships solution documented on this case and to inform the customer of the dealerships solution to the customer's unresolved concern Please update this CAIR with resolution. ##########
09/07/2012	REASSIGNED TO BC/DLR 71 61339 09/07/12 19:43 O [redacted]
09/10/2012	*Contact Date:09/10/2012 Warranty repair has been documented on Repair Order#611384 CAIR RETURNED FROM DEALER ON '9/10/2012 ' AT'10:54:894 'R 22565681
09/12/2012	Agent spoke with customer who is extremely frustrated with the dealerships response to the reoccurring vehicle concern. Customer states that after the vehicle was returned from the dealership on Friday with no repairs completed dealership informed the customer that the vehicle concern could not be duplicated. Customer informs agent that both on Saturday and Sunday was locked out of the vehicle. Customer is frustrated and does not know what to do at this point feel that the dealership is not willing to solve this concern. Customer states that the vehicle was bought in Evansville IN not purchased in current state of residence
09/15/2012	Agent is still researching other dealership for a second opinion and needs to send a unresolved concern
09/17/2012	Agent received a call from customer who states that everyday this week the vehicle has locked the customer out of the vehicle. Customer is requesting that Dodge resolves this unresolved concern. Customer is requesting buy back however because this vehicle was not purchased in the state the customer resides in the vehicle does not qualify for buy back. Customer states that on Saturday the temperature was at a high of 114 degrees outside and the customer was at an outside event which is the special needs Olympics that had to be canceled due to the heat customer was not able to get the child in the vehicle for over 25 minutes and this caused an embarrassing disturbance for the customer. Customer states that 9/10 times when the key is put in the vehicle when the customer is locked out of the vehicle this one time the key managed to work but set the car alarm off and the customer was unable to turn off the car alarm and upset all the special needs families in the parking lot at the event. Customer states put the vehicle in reverses yesterday and the vehicle completely shut off. Customer is really upset and unhappy with this vehicle and would like someone to do something about it
09/19/2012	Agent dialed customer at 812-573-8200 left message stating that case will close on 9/26 if appointment has not been made for diagnoses
09/20/2012	######### 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 Electrical Concern- Intermittent or Inoperative Action requested: Re-open STAR case#12024344 regarding to this customer's concern Please update this CAIR with resolution. ##########
09/20/2012	REASSIGNED TO BC/DLR 71 61339 09/20/12 16:24 O 22565681
09/21/2012	Agent spoke with the Area Manager Jason to fur review and discuss the customer's unresolved concern to try and reach a solution. AM Jason advises agent to send an email with al the information needed and will be in contact with the Service Manager Gary at the dealership to reach out to all available resources to try and resolve this concern
09/21/2012	Agent spoke with customer to inform the customer that the concern is being furthered reviewed at this time has contacted the necessary parties that need to be involved to reach out and find a solution customer states the dealership last time the customer attempted to get this concern resolved had the vehicle for 3 or 4 days and could still not find a solution. Customer is frustrated and is requesting buy back and is willing to drive the vehicle back to the selling dealership 44124 in Indiana. Agent gathered more information from customer to try and see if the vehicle's concerns happen in patterns. Customer states happens during the day and at night will happen multiple times a day in the sun or rain doesn't matter happens at random
09/21/2012	Agent is emailing the Area Manager Jason as per AM Jason advised agent to do
09/26/2012	[redacted] no later than Friday by the end of the business day. Thank you so much for your patience, and again for being a part of the Chrysler family End of Status Update
09/28/2012	Agent emailed the Area Manager Jason again to see if assistance with unresolved concern can be provided
10/02/2012	*Contact Date:10/02/2012 Complaint could not be duplicated and explanation has been provided to custo mer. Request was reviewed with DM. CAIR RETURNED FROM DEALER ON '10/02/2012' AT' 12:30:045 'R 22565681
10/02/2012	Customer asked if they take the Vehicle back to Indiana where it was purchased would it be eligable to be considered for Lemon Law (Customer was transferred to California). CM spoke with Lemon Law 88 agent, was advised this vehicle would still not qualify for Lemon Law. Was advised to contact dealer and have them go through the unresolved issue process.
10/02/2012	Agent spoke with the Service Director Gary to get more information on the customer's unresolved concern. SD Gary states had the vehicle serveral days test drove the vehicle 80 miles could never get the vehicle to act up. SD Gary is not sure how the customer is getting locked in the vehicle because even when the vehicle was locked the SD Gary could pull the handle and the vehicle would open. SD Gary even had the Tech Advosor come out to look at the vehicle could not duplicate the concern . SD Gary states that if the customer could duplicate the vehicle the dealership would love to fix the vehicle
10/02/2012	Next Step: Call Area Manager Jason find out what the next steps would be
10/02/2012	Agent spoke with customer to inform the customer that more research needs to be done to try and resolve this concern. Customer inofrms agent that last night took vehicle to the Pharmacy and was locked out of the vehicle for 15 minutes. Customer informs agent that the customer's wife a couple days took the daughter to appointment and was locked out of the vehicle for 10 mins and it was 102 degrees outside
10/03/2012	Agent filled out a Service Contract form for Owner Care OC14N waiting on approval or decline
10/04/2012	Agent left message for the Area Manager[redacted]n regards to asking for advisement and recommendation on how to resolve this customer's unresolved concern that can not be duplicated
10/05/2012	8/5-AM(jrb62) spoke with Gary, SM at 61339. Gary stated he and the technician have driven the vehicle home and on multiple test-drives, but they have been unable to duplicate the electrical concerns. Please informed the customer her concerns have been documented, if need for future reference.
10/05/2012	8/5-AM(jrb62)left a voice mail with AD1032 stating the CAIR has been updated. AM also stated AD1032 can offer a SC, if she feels it?s merited.
10/08/2012	OC14N has been added. SC reference #35059565.
10/08/2012	Agent received voice mail from the Area Manager Jason who states on
10/08/2012	message spoke with the Service Director Gary customer vehicle has been returned to the customer dealership has reached out to all the available resources and is not able to duplicate this customer's concern at this time. Once the vehicle can be diagnosed then assistance with the required repairs can be further reviewed and considered. AM Jason has approved of agents offer of the SC OC14N to ensure the customer that Chrysler and the dealership are aware and concerned and are willing to keep an eye on the vehicle with follow up diagnosis when the customer brings vehicle in for required maintanence

Date	Comment
10/09/2012	Agent spoke with customer to inform the customer of the SC OC14N that was added to the customer's vehicle. Agent assured the customer that even though the vehicle concern can't be duplicated at this time Chrysler and the dealership don't want to give up on trying resolving this concern. Agent informed customer with this Service Contact offer it will allow the customer to continue to keep the vehicle maintained and will allow the dealership to be able to keep an eye on the concern. Agent informed the customer that without the vehicle concern being able to be duplicated no repairs can be completed at this time but if the vehicle continues to have this reoccurring electrical concern to keep agent's contact information and to contact agent as soon as the vehicle can be duplicated and agent with press forward with assistance on repairs. Agent informed the customer that at this time since the vehicle operates as designed and no repairs are necessary the case will now be closed
10/09/2012	CLOSED LOOP UPDATE - no need for additional follow-up.
11/15/2012	Inspected vehicle 11/14. Was able to duplicate the fob not locking or unlocking doors at times. Fob was not transmitting at the times it did not operate. Then was able to duplicate the locks not operating from inside door lock buttons. It seemed to occur after the alarm had set. I was able to see the button push in the door modules, and also in the TIPM as a bussed input from the DMFL and DMFR. It appeared the TIPM was not responding to the input. I could immediately actuate the locks from the tool when they were not responding to the FOB or buttons. At no time when the locks were not operating was I not able to open the front doors using the inside door handle. Also reading the customers extensive emails, the
11/15/2012	sequence of events did not make sense in some instances. When the locks were inoperative, I was able to unlock the driver door using the blade key in the door. The alarm did not go off until I OPENED the door. The alarm is triggered by the door ajar switch, not the lock. Also the customer reports the alarm continued to go off. The alarm shuts off after approximately two minutes. Also the customer reports when the locks are inoperative they are "locked inside or outside the car." I was never able to duplicate this concern, even though I duplicated the other lack of lock operation concerns. As for being "locked" inside the car, by law the door latches on the FRONT doors have a mechanical link to the inside handle. The inside handle of both front doors will operate regardless of vehicle being locked, or if the vehicle has battery power or not. SM asked customer for video of inside latches not operating if it occurs again after
11/15/2012	repairs. Replaced key FOB for intermittent operation of FOB, replacing TIPM for locks not operating from inside buttons. TIPM currently on BO, ordered special handling. Was not able to duplicate no start condition. Tested battery voltage drop, was within specifications at .3 volts on both + and - sides. SAG2

New Customer Assistance Inquiry Record (CAIR)#					22723941
VIN	3D4PG5FV6A[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/19/2012	CAIR Type	Regular	Status	Closed
Close Date	10/24/2012	Origin	Telephone	Reason	New Problem
Mileage	32,908 Miles	Market	U	Language	English
Contact Email	T7739IP@external.fcagroup.com.invalid	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	[redacted]	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	09861	GRIFFIN MOTORS COMPANY		Dealer Phone	8143362161
Dealer Address	11031 PERRY HIGHWAY				
	MEADVILLE		PA	16335 6576	USA
Dealer Zone	Md Atlantic	Sales District		Service District	I
Subject	Brake Pads/Shoes - Worn				
Synopsis					
Customer Anomaly	Brakes				
	Ineffective				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	104	Ineffective Brakes
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/19/2012 01:30 AM	Open
10/24/2012 04:24 PM	Closed

Initial Description

0450111002-Corporate,Outbound,Survey Follow-Up,CPS,Third Call Attempt,CPS - Third Call Attempt,CPS - Third Call Attempt
0450111000-Corporate,Outbound,Survey Follow-Up,CPS,Default,Corporate Outbound - Survey Follow Up CPS,Corporate Outbound - Survey Follow Up CPS
0123035612-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,F. Door-Pass,Right Front Door Hardware - Misaligned / Poor Fit,The passenger side door would not open.
0105023700-Product,Brakes,Pads/Shoes,Worn,Unknown,Brake Pads/Shoes - Worn,Brake Pads/Shoes - Worn

Case Comments

Date	Comment
10/19/2012	CPS Survey Record Received Date: 10/18/2012 Survey Number : AT17664806 Quality Survey ID Number: 217775909 Survey Date : 10/12/2012 VIN Number : 3D4PG5FV6A[redacted] Mapping Class : Non-Legal/Non-Dealer Event Type : Year 3 Ownership CPS Score : 5
10/22/2012	* * * * * CASE MANAGER TEAM- District Z * * * * * * Customer?s comments from the survey:"I've had trouble with the brakes. The one door would not open, and it spent two weeks in the dealership for them to fix it. The passenger side door would not open. Couldn't open it from the inside. You couldn't open it from the outside. It took them two weeks to figure out how to fix it."
10/22/2012	CONTACT UPDATE - 1st Contact attempt, phone number dialed, 814-724-3538 Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent?s direct extension.
10/23/2012	2nd attempt made to contact customer. Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent?s direct extension.
10/24/2012	3rd attempt made to contact customer. LefCustomer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent?s direct extension.
10/24/2012	CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#					22898146
VIN	3C4PDCAB2DT[redacted]	Model Year	2013	Brand	DODGE
Body	JCDH49	Vehicle	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/15/2012	CAIR Type	Regular	Status	Closed
Close Date	12/15/2012	Origin	Email	Reason	New Problem
Mileage	0 Miles	Market	U	Language	English
Contact Email	T9424AF@external.fcagroup.com	Contact Phone	8[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	[redacted]	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE		Dealer Phone	7137764900
Dealer Address	10585 W SAM HOUSTON PKWY S				
	HOUSTON		TX	77099 2844	USA
Dealer Zone	Southwest	Sales District		Service District	G
Subject	Door does not open from the inside.				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/15/2012 07:04 PM	Unworked
12/15/2012 07:30 PM	Open
12/15/2012 08:23 PM	Closed

Initial Description

0123035713-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,R. Door-Pass,Right Rear Door Hardware - Inoperative,Door does not open from the inside.

Case Comments

Date	Comment
12/15/2012	***** EMAIL BRIEF DESCRIPTION CONTENT ***** quality control ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
12/15/2012	Bought a Journey wednesday, check engine light came on at 47 miles, had it checked and returned the car to the dealership. Dealer replaced the car with an identical journey. Found today that the rear passenger door handle inside doesnt work. Dodge needs to take a serious look at it quality control procedures. *****END OF CUSTOMER EMAIL*****
12/15/2012	Dear [redacted] Thank you for contacting the Dodge Customer Assistance Center in regards to your 2013 Dodge Journey. We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review. Due to the concern with the rear passenger door handle, we recommend that you contact the Service Department of your local dealership to have the vehicle diagnosed. We apologize for the inconveniences you have experienced. Thanks again for your email. ******END OF CAC EMAIL RESPONSE*****

From: [redacted]
To: customerassist@chrysler.com
Date: Sat Dec 15 15:03:52 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:
---

quality control

Comments:

Bought a Journey wednesday, check engine light came on at 47 miles, had it
checked and returned the car to the dealership. Dealer replaced the car
with an identical journey. Found today that the rear passenger door handle
inside doesnt work. Dodge needs to take a serious look at it quality
control procedures.

Sender Information:

[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Dec 15 16:23:33 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Ricky:

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2013 Dodge Journey.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.

Due to the concern with the rear passenger door handle, we recommend that you contact the Service Department of your local dealership to have the vehicle diagnosed.

We apologize for the inconveniences you have experienced.

Thanks again for your email.

Sincerely,

Annie

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7953257V6613L0KM&

Original Message Follows:

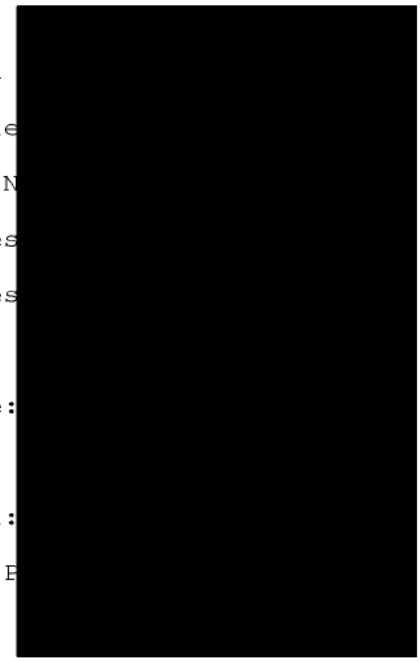
US Customer Service - Dodge Brand Site
Brief Description:
quality control
Comments:
Bought a Journey wednesday, check engine light came on at 47 miles, had it
checked and returned the car to the dealership. Dealer replaced the car
with an identical journey. Found today that the rear passenger door handle
inside doesnt work. Dodge needs to take a serious look at it quality
control procedures.

VIN:

Mileage:

Servicing Dealer:

Title:


First
Middle
Last N
Addres
Addres
City:
State:
Zip:
Email:
Work P

New Customer Assistance Inquiry Record (CAIR)#					22975256
VIN	3D4PG5FV0A[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/11/2013	CAIR Type	Regular	Status	Closed
Close Date	01/12/2013	Origin	Email	Reason	New Problem
Mileage	63,359 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	DESOTO	Caller Country	USA	Caller Postal Code	75115
Customer	TARESA JACKSON				
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		Dealer Phone	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	Sales District		Service District	9
Subject	Customer states problem with the back passenger side door				
Synopsis					
Customer Anomaly					
Contact Reason	C157	Launch Of New Vehicle Information	Customer Anomaly		
Reason Code	Sales - Information & Assistance requests - Marketing - Vehicle commercial info - Product launch				

Case Status History

Create Date	Status
01/11/2013 02:17 AM	Unworked
01/11/2013 03:02 AM	Open
01/12/2013 01:53 AM	Closed

Initial Description

0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,Customer states problem with the back passenger side door

Case Comments

Date	Comment
01/11/2013	***** EMAIL BRIEF DESCRIPTION CONTENT ***** dissatifaction ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
01/11/2013	I have a dodge journey 10'. I have had it for a year and 2 months. I am not happy with it. a few months after getting the suv I had to take it to the dealer a few times one which is still a problem the back passenger side door does not open from the inside and there are no child proof locks, I have brought it in 3 times for the same thing and I a fed up with it, It is not a quick fix which takes up a lot of my time, I shouldnt have to go thru this.. Not happy at all. it would be a great vehicle if there wasnt so many issue which is due to poor quality. *****END OF CUSTOMER EMAIL*****
01/11/2013	Dear Taresa: Thank you for contacting the Dodge Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. I would be more than happy to further review your concern, however I do require the full 17-character Vehicle Identification Number (VIN) and the current mileage. Please reply to this email using the link below and I can further review your concern. Thanks again for your email. Sincerely, Kim Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****
01/12/2013	Vin 3d4pg5fvoa[redacted] Mileage 63359 REFERENCE NUMBER: 22975256 EMAIL CASE NUMBER: 2781957 *****END OF CUSTOMER EMAIL*****
01/12/2013	Dear Taresa: Thank you for contacting the Dodge Customer Assistance Center. We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review. 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. Thanks again for your email. Sincerely, Kim Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****

From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Jan 10 22:17:32 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

---

dissatifaction

Comments:

I have a dodge journey 10'. I have had it for a year and 2 months. I am not happy with it. a few months after getting the suv I had to take it to the dealer a few times one which is still a problem the back passenger side door does not open from the inside and there are no child proof locks, I have brought it in 3 times for the same thing and I a fed up with it, It is not a quick fix which takes up a lot of my time, I shouldnt have to go thru this.. Not happy at all. it would be a great vehicle if there wasnt so many issue which is due to poor quality.

Sender Information:

-[redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Thu Jan 10 23:15:05 EST 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Taresa:

Thank you for contacting the Dodge Customer Assistance Center.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

I would be more than happy to further review your concern, however I do require the full 17-character Vehicle Identification Number (VIN) and the current mileage. Please reply to this email using the link below and I can further review your concern.

Thanks again for your email.

Sincerely,

[redacted]

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER[redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7972828V7[redacted]

Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
dissatifaction
Comments:
I have a dodge journey 10'. I have had it for a year and 2 months. I am
not happy with it. a few months after getting the suv I had to take it to
the dealer a few times one which is still a problem the back passenger side
door does not open from the inside and there are no child proof locks, I
have brought it in 3 times for the same thing and I a fed up with it, It is
not a quick fix which takes up a lot of my time, I shouldnt have to go thru
this.. Not happy at all. it would be a great vehicle if there wasnt so
many issue which is due to poor quality.

VIN:

Mileage:

Servicing Dealer:

Title:

First

Middle

Last N

Addres

Addres

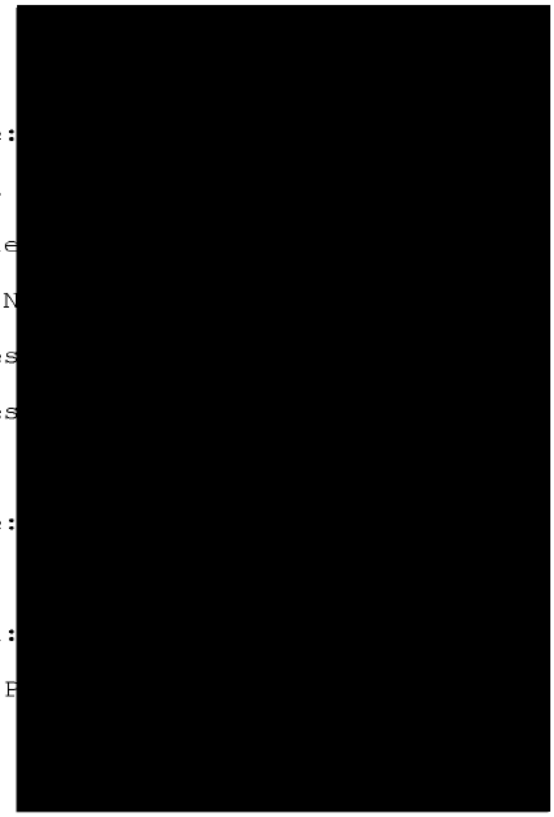
City:

State:

Zip:

Email:

Home P



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jan 11 16:55:48 EST 2013
Subject: Reply to Chrysler Group LLC (KMM7972828V[redacted]
Reply Comments:

Vin 3d4pg5fvoa[redacted]
Mileage 63359

[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Jan 11 21:53:15 EST 2013
Subject: Re: Reply to Chrysler Group LLC (KMM797282[redacted]
Dear Taresa:

Thank you for contacting the Dodge Customer Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

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.

Thanks again for your email.

Sincerely,

[redacted]

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:[redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM797384[redacted]

Original Message Follows:

Comments:
Vin 3d4pg5fvoat[redacted]
EMAIL CASE NUM

New Customer Assistance Inquiry Record (CAIR)#					23394124
VIN	3C4PDCAB[redacted]	Model Year	2013	Brand	DODGE
Body	JCDH49	Vehicle	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	05/03/2013	CAIR Type	Regular	Status	Closed
Close Date	05/06/2013	Origin	Telephone	Reason	New Problem
Mileage	16 Miles	Market	U	Language	English
Contact Email	T6904CA@external.fcagroup.com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	CHICAGO	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44520	SHERMAN DODGE CHRYSLER JEEP		Dealer Phone	8479829500
Dealer Address	7601 SKOKIE BLVD				
	SKOKIE		IL	60077 3001	USA
Dealer Zone	Midwest	Sales District		Service District	A
Subject	Customer states thought the vehicle would look better with factory rims				
Synopsis					
Customer Anomaly	Wheels / Tires				
	Wheels				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	93	Vehicle wheel issue (rims)
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/03/2013 10:30 AM	Open
05/06/2013 04:34 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
0122400000-Product,Wheels and Tires,Wheels,Other,Unknown,Wheels Inquiry,Customer states thought the vehicle would look better with factory rims

Case Comments

Date	Comment
05/03/2013	[redacted]
05/03/2013	********* CASE MANAGEMENT - District P **********
05/03/2013	CONTACT UPDATE - 1st Contact attempt, phone number dialed, 773-517-4070 Left a message.
05/06/2013	2nd attempt made to contact customer. Customer noted in survey, "Just thought the vehicle would look better with factory rims." Customer also mentioned that when the vehicle has the heat on, when making a turn, the heat shifts somehow and turns cold. Customer also wanted to know why the rear door does not open from the inside and also the remote does not open up the hatchback. Writer recommended taking the vehicle back to the dealer, have a SM look at the problems, drive it around corners with customer to duplicate issue. Customer stated she would do that. Writer stated to customer will close this survey case and thanked customer for loyalty. CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#					23397577
VIN	3D4GH57V79[redacted]	Model Year	2009	Brand	DODGE
Body	JCEP49	Vehicle	DODGE JOURNEY SXT AWD HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	05/04/2013	CAIR Type	Regular	Status	Closed
Close Date	05/04/2013	Origin	Telephone	Reason	New Problem
Mileage	104,786 Miles	Market	U	Language	English

Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	618 E TULLY ST			Source	Customer
Caller City	[redacted]	Caller Country	USA	Caller Postal Code	[redacted]

Customer	[redacted]				
Customer Address					

Dealer	43284	GREVE CHRY-JEEP-DODGE OF VAN WERT		Dealer Phone	4192383944
Dealer Address	756 W ERVIN				
	VAN WERT		OH	45891 2202	USA
Dealer Zone	Great Lakes	Sales District		Service District	P

Subject	customer states her rear door handle has broke				
Synopsis					
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	82	Interior panels or moldings issue

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

Case Status History

Create Date	Status
05/04/2013 12:22 AM	Open
05/04/2013 12:26 AM	Closed

Initial Description

0123101100-Product,Body / Trim / Paint Finish,Interior Ornamentation/Mirrors,Broken, Cracked,Unknown,Interior Ornamentation / Mirrors - Broken, Cracked,customer states her rear door handle has broke

Case Comments

Date	Comment
05/04/2013	Briefly summarize why the customer is contacting Chrysler: customer states that she had problems before with her door handle breaking. Customer states that the dealership told her before that something is braking inside the door causing the handle not to work. Customer states that today her family was coming home from dinner and the rear driver side door would not open for her son to get out. Customer states this is unsafe and would like something done. Briefly summarize what the customer is expecting: Customer is expecting assistance with her door handle. Agent advised customer to have vehicle diagnosed. Agent provided caller with the CAIR number.
05/09/2013	Briefly summarize why the customer is contacting Chrysler: Customer is requesting reimbursement as both drivers side inner door handles have been repaired in the past year. Krissy states that the first repair was 8/27/12 for the front driver?s side door. Customer states that she brought the vehicle back 9/14/12 as there was a piece found with in the same door. Customer was not charged for the repair. Customer states that the rear driver?s side door handle was repaired 5/07/13. Customer states that they have been replaced in the past one time each. Customer states that they purchased the vehicle in Jan. 2010 with about 20 000 miles as a CPOV. Dealer Code: 42- 43284 Service Advisor Aaron confirms repairs and states that the vehicle has 105 002 miles on it. Briefly summarize what the customer is expecting: * * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * * Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged. *

New Customer Assistance Inquiry Record (CAIR)#					23909227
VIN	3D4PG5FV6A[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/05/2013	CAIR Type	Regular	Status	Closed
Close Date	09/05/2013	Origin	Telephone	Reason	New Problem
Mileage	47,488 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	CLAREMONT	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7818	AVIS BUDGET CAR RENTAL-Maui HI		Dealer Phone	8088772417
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY		NJ	07054 3826	USA
Dealer Zone		Sales District		Service District	
Subject	states electrical components fail intermittently				
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
09/05/2013 08:55 PM	Open
09/05/2013 09:06 PM	Closed

Initial Description

0415000000-Corporate,Recall,Default,Default,Default,Recall,seeks recall information
0108005700-Product,Electrical,Unknown,Intermittent or Inoperative,Default,Electrical - Intermittent or Inoperative,states electrical components fail intermittently

Case Comments

Date	Comment
09/05/2013	Briefly summarize why the customer is contacting Chrysler: Customer seeks recall information. Briefly summarize what the customer is expecting: Customer states that she is having intermittent electrical issues with her radio, A/C, and windows. Customer states there are times that she is even locked inside the vehicle. Customer seeks recall information. Agent advised the customer does not have any open or closed recalls relating to her issue. Agent asked if customer has been to her local dealership. Customer states not yet due to diagnosis fee. Agent advised customer we cannot wave a diagnosis fee, but advised her that it would be in her best interest to bring the vehicle to a dealership.

New Customer Assistance Inquiry Record (CAIR)#					23988190
VIN	3D4GG57V49[redacted]	Model Year	2009	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/24/2013	CAIR Type	Regular	Status	Closed
Close Date	09/26/2013	Origin	Email	Reason	New Problem
Mileage	75,955 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	MCLEANSBORO	Caller Country	USA	Caller Postal Code	62859
Customer	[redacted]				
Customer Address					
Dealer	66739	JIM HAYES INC		Dealer Phone	6182528611
Dealer Address	2130 US HIGHWAY 45 N.				
	HARRISBURG		IL	62946 4812	USA
Dealer Zone	Midwest	Sales District		Service District	K
Subject	states her door locks stopped working				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/24/2013 11:05 PM	Unworked
09/26/2013 06:46 PM	Open
09/26/2013 06:51 PM	Closed

Initial Description

0300000000-Referral,Other,Default,Default,Default,Other Referral,referred to dealer
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,states her door locks stopped working

Case Comments

Date	Comment
09/24/2013	***** EMAIL BRIEF DESCRIPTION CONTENT ***** The door locks are not working...again. ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
09/26/2013	The door locks are not working. This has happened several times since we purchased this vehicle new. We have had it worked on at Jim Hayes of Harrisburg, Il and Lemonds Chrysler in Fairfield, Il. We have had an issue with every door including the back hatch. It does not matter if you are using the button on the key or the button on the doors. When this happens, the door can not be unlocked or opened from inside or outside. This last time it happened while I was grocery shopping and I could not get my groceries in the car for several minutes. We could not unlock the back door to get the kids out of the carseats after we finally got home. They had to be unbuttoned from the driver's seat and pulled out the front. This is extremely frustrating, especially since my family is a die-hard Dodge family. My husband drives a 2010 Dodge Ram, my father drives a 2010 Dodge Ram, my mom drives a 2013 Dodge Durango, as does my sister-in-law, and my brother drives a 2013 Dodge Ram truck. As I said, the Dodge brand is very important in our family, but with the constant issue with the door locks it is difficult not to question the brand. The doors not opening is not only a hassle, but could be a safety issue if there was an accident and my family could not get out. *****END OF CUSTOMER EMAIL*****
09/26/2013	Dear Ashley: Thank you for contacting the Dodge Customer Assistance Center. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring 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. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center. Thanks again for your email. Sincerely, Crystal Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Sep 24 19:04:43 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

The door locks are not working...again.

Comments:

The door locks are not working. This has happened several times since we purchased this vehicle new. We have had it worked on at Jim Hayes of Harrisburg, Il and Lemonds Chrysler in Fairfield, Il. We have had an issue with every door including the back hatch. It does not matter if you are using the button on the key or the button on the doors. When this happens, the door can not be unlocked or opened from inside or outside. This last time it happened while I was grocery shopping and I could not get my groceries in the car for several minutes. We could not unlock the back door to get the kids out of the carseats after we finally got home. They had to be unbuttoned from the driver's seat and pulled out the front. This is extremely frustrating, especially since my family is a die-hard Dodge family. My husband drives a 2010 Dodge Ram, my father drives a 2010 Dodge Ram, my mom drives a 2013 Dodge Durango, as does my sister-in-law, and my brother drives a 2013 Dodge Ram truck. As I said, the Dodge brand is very important in our family, but with the constant issue with the door locks it is difficult not to question the brand. The doors not opening is not only a hassle, but could be a safety issue if there was an accident and my family could not get out.

Sender Information:

[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Sep 26 14:52:04 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance

Dear Ashley:

Thank you for contacting the Dodge Customer Assistance Center.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring 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.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative

Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

[redacted]

[redacted]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM828[redacted]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

The door locks are not working...again.

Comments:

The door locks are not working. This has happened several times since we purchased this vehicle new. We have had it worked on at Jim Hayes of Harrisburg, Il and Lemonds Chrysler in Fairfield, Il. We have had an issue with every door including the back hatch. It does not matter if you are using the button on the key or the button on the doors. When this happens, the door can not be unlocked or opened from inside or outside. This last time it happened while I was grocery shopping and I could not get my groceries in the car for several minutes. We could not unlock the back door to get the kids out of the carseats after we finally got home. They had to

be unbuttoned from the driver's seat and pulled out the front. This is extremely frustrating, especially since my family is a die-hard Dodge family. My husband drives a 2010 Dodge Ram, my father drives a 2010 Dodge Ram, my mom drives a 2013 Dodge Durango, as does my sister-in-law, and my brother drives a 2013 Dodge Ram truck. As I said, the Dodge brand is very important in our family, but with the constant issue with the door locks it is difficult not to question the brand. The doors not opening is not only a hassle, but could be a safety issue if there was an accident and my family could not get out.

VIN:

[redacted]

Mileage:

75955

Servicing Dealer:

Hayes/Lemonds

[redacted]

City:

McLeansboro

State:

IL

Zip:

62859

Email:

[redacted]

Home Phone:

618.231.0475

New Customer Assistance Inquiry Record (CAIR)#					24559061
VIN	3D4PG5FVXA[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	02/07/2014	CAIR Type	Regular	Status	Closed
Close Date	03/25/2014	Origin	Telephone	Reason	New Problem
Mileage	40,200 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	10510 W ROANOKE AVE			Source	Customer
Caller City	AVONDALE	Caller Country	USA	Caller Postal Code	85392-4667
Customer	[redacted]				
Customer Address					
Dealer	45604	LARRY H. MILLER DODGE RAM AVONDALE		Dealer Phone	6239250011
Dealer Address	10101 W. PAPAGO FREEWAY				
	AVONDALE		AZ	85323 5306	USA
Dealer Zone	West	Sales District		Service District	M
Subject	Driver's door will not open from inside or out.				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/07/2014 12:07 AM	Open
02/07/2014 12:17 AM	Closed
03/15/2014 09:42 PM	Reopen
03/25/2014 01:16 AM	Closed

Initial Description

0464000000-Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,As per dcp15
0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement
0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,Customer checking for warranty coverage
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Driver's door will not open from inside or out.

Case Comments

Date	Comment
02/07/2014	Briefly summarize why the customer is contacting Chrysler: Customer states that he is having a technical issue with his driver?s side door not opening. Customer would like to check for warranty coverage. Briefly summarize what the customer is expecting: Customer is expecting warranty information. Agent advised customer that we would have to have the vehicle diagnosed and be able to know what component needs to be replaced, but it is most likely covered under his basic warranty that expired at 36,000 miles. Customer requested to be provided with an open case in regards to his issue. Agent advised customer that we require the vehicle has been diagnosed before any assistance is provided and the case to remain open. Customer understood.
03/15/2014	* Briefly summarize why the customer is contacting Chrysler: Customer states he has already had repairs completed. Agent contacted SA Robt Carter at dlr 45604 - LARRY H MILLER DODGE RAM AVONDALE[redacted] who advised customer unable to open front passenger door. SA stated concern diagnosed as failed door latch assembly. SA states to repair, interior door panel needed to be broken to access latch assembly. Agent advised SA, due to time and mileage, repairs could have been provided to customer through warranty bulleting D-12-27. SA states customer paid for repairs. Briefly summarize what the customer is expecting: Customer seeking reimbursement for completed repairs. Agent provided customer with fax number to send documentation required for reimbursement consideration. Agent advised customer file would be reassigned to CM for reimbursement processing. Who has possession of the vehicle? owner Has an authorized dealer diagnosed the vehicle? yes If a CDJR dealer has diagnosed, what is the dealer name and code? 45604 - LARRY H MILLER DODGE RAM AVONDALE (623-925-0011) Customer advised a call back will take place within one business day. Preferred call back number is: (602) 481-9364 Customer email address for case updates: nushbrian@gmail.com Reassigned to: 88F
03/17/2014	* * * * * CASE MANAGER TEAM - District O * * * * * *
03/17/2014	Ownership: second owner Owned: 1 Currently owns: 1 Service Contract: no Out of warranty: by 9 months and 5,512 miles.
03/17/2014	Writer contacted SM Darren. SM states that customer is not loyal to dealership, has only one previous repair (alignment with coupon) and a warranty concern.
03/17/2014	Addition to lines 42-44: SM states that the total cost to repair door lock and interior panel was $1185.00.
03/17/2014	CONTACT UPDATE - 1st Contact attempt, phone number dialed,[redacted], left message.
03/17/2014	Writer received call from customer Mr. Nush. Writer informed customer that due to time and mileage on vehicle that cost assistance will be declined at this time. Customer informed writer that 86 agent BS890 promised customer that repair will be reimbursed. Customer informed writer that SA informed customer that he's seen three other similar vehicles experience the same problem and Chrysler should cover it because it's a safety concern. Writer informed customer that case will be reviewed by management and customer will receive another call back after review.
03/21/2014	Mr. Brian Nush called to speak with CM RB1437 or anyone who can provide a status update. Customer alleges that he was initially offered a reimbursement Writer spoke with CM RB1437 who advised Writer that the CAIR has been reassigned to the original CM DCP15 (in zone 86) for further review and handling. Writer therefore referred customer to our Dodge Customer Assistance Center (CAC) 1-800-423-6343 for further assistance. Writer provided the phone number and CAIR number to customer, then transferred the call to Dodge CAC. Customer states he has been awaiting instructions or a "go-ahead" to fax payment documents in to a CM for review, but doesn't want to go through the trouble if we are not considering reimbursement, or send it to our office if the CAIR is now being handled by a different office. Writer encouraged customer to ask the current CM about this.
03/21/2014	Briefly summarize why the customer is contacting Chrysler: Customer calling for updates on case. Customer states that they have not heard anything back after being advised that they would get reimbursed. Agent advised their concerns have been escalated as far as they can go and their case is being reviewed for a second time. Customer understood. Customer states that this was a safety concern and they understand they are out of warranty however they feel they should not have been responsible for this repair as the passenger door would not open and they were not going to put their wife and kids in the vehicle. Agent advised they will document the file accordingly and once a decision has been made they will be notified. Customer thanked the agent and disconnected the call. Briefly summarize what the customer is expecting: Customer calling for updates on reimbursement.
03/21/2014	dcp15 review: Based on review of call handled by BS890, please process reimbursement for customer dcp15
03/21/2014	dcp15 review: Request that customer provide invoice and proof of payment dcp15
03/21/2014	****** Below Customer Contacted for Documentation Request ******[redacted]
03/21/2014	Called customer to advise to send in the invoice and proof of payment. Total cost for the repair was $1244.59.
03/24/2014	***** Customer Document Received *****
03/24/2014	Customer address has been verified on file. Reassigned to JK671 to process check for $1244.59.
03/24/2014	Customer has submitted request for goodwill, for repair to Door repair, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Customer?s proof of payment is:[redacted] of Repair: March 05, 2014 Invoice #: 34868 In-Service Date: 06/17/2010 Original Owner: no Mileage: 41515 Loyalty: no Multiple Repairs: na Authorized Chrysler Dealership: yes Dealer Opinion: as per dcp15 Service Contract/Warranty: na Out-of-Pocket: yes Labor $ 404.95 Parts $ 733.25 Misc. $ 38.47 Tax $ 67.92 Co-Pay $ 0.00 Writer is submitting check for approval in the amount of $ 1244.59
03/24/2014	Customer Document Reviewed.

Date	Comment
03/24/2014	address matches
03/24/2014	********** Check submitted **********

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-03-22 23:26:25.279628
Files Not Recieved: 0

LHM DODGE RAM AVONDA
10101 WEST PAPAGO FREEWAY
AVONDALE, AZ 85323
623 925 8011

[redacted]

Sale

xxxxxxxxxxx3877
MASTERCARD

Entry Method: Swiped

Total: $ 1,244.59

03/15/14 15:07:27
Inv #[redacted]
Apprvd: Online

Appr Code: [redacted]

Customer Copy

THANK YOU!

CUSTOMER #: D1158602

34868

INVOICE

DUPLICATE 2
PAGE 2

Larry H. Miller
Dodge Ram AVONDALE

10101 W. Papago Freeway · Avondale, AZ 85323
Service Direct (623) 298-1237 · Fax (623) 925-0215
Main (623) 925-0011
LarryHMillerDodgeRamAvondale.com

[redacted]
AVONDALE, AZ [redacted]
HOME: [redacted]
BUS: CELL:

SERVICE ADVISOR: 426 ROBERT CARTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	DODGE JOURNEY	3D4PG5FVXA[redacted]		41515/41515	T5244

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS			17:00 05MAR14			CASH	15MAR14

R.O. OPENED	READY	OPTIONS: ENG:EGF
08:06 05MAR14	14:05 15MAR14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Thank you for your business!
It is important to us that you are completely satisfied with our work and how you were treated. Please take the time to return the Chrysler survey. Please let us know if there is any reason you could not give us a completely satisfied rating.

BRAD - CHRYSLER

CASE REF# [redacted]

APPLYING FOR REIMBURSEMENT FOR OUT OF WARRANTY REPAIRS.

RIGHT FRONT DOOR DOOR ASSEMBLY JAMMED. DOOR PANEL NEEDED TO BE BROKEN OFF TO ACCESS DOOR LATCH ASSEMBLY.

FAX # (877) 768-5076

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER DODGE RAM AVONDALE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Dodge Ram Avondale, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	404.95
PARTS AMOUNT	733.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	38.47
TOTAL CHARGES	1176.67
LESS INSURANCE	0.00
SALES TAX	67.92
PLEASE PAY THIS AMOUNT	1244.59

CUSTOMER COPY

CUSTOMER #: D1158602

34868

INVOICE

DUPLICATE 2
PAGE 1

Larry H. Miller
Dodge Ram AVONDALE
10101 W. Papago Freeway · Avondale, AZ 85323
Service Direct (623) 298-1237 · Fax (623) 925-0215
Main (623) 925-0011
LarryHMillerDodgeRamAvondale.com

[redacted]

AVONDALE, AZ [redacted]

[redacted]

BUS: CELL: SERVICE ADVISOR: 426 ROBERT CARTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	DODGE JOURNEY	3D4PG5FVXAT[redacted]		41515/41515	T5244

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS			17:00 05MAR14			CASH	15MAR14

R.O. OPENED	READY	OPTIONS:
08:06 05MAR14	14:05 15MAR14	ENG:EGF

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
A C/S RIGHT FRONT DOOR WONT OPEN						
CAUSE: LATCH BINDING						
900 Body & Accessories						
222 CP					345.00	345.00
1 4589694AD LATCH-FRONT DOOR				130.90	130.90	130.90
1 1BG902DVAD PANEL-FRONT DOOR TRIM				644.00	580.00	580.00
1 68043790AB LINK-LOCK				22.35	22.35	22.35
PARTS: 733.25	LABOR: 345.00	OTHER: 0.00		TOTAL LINE A:		1078.25
41515 RIGHT FRONT DOOR LATCH STUCK CLOSED. WILL NOT ALLOW DOOR TO OPEN. BROKEN INTO DOOR AND BROKE LATCH OPEN REPLACED LATCH AND DOOR PANEL. WORKING TO SPECS						
**********						
B Rotate & Balance Tires						
9A Rotate & Balance Tires						
455 CP					59.95	59.95
PARTS: 0.00	LABOR: 59.95	OTHER: 0.00		TOTAL LINE B:		59.95
41515 ROTATE AND BALANCE COMPLETE						
**********						
C Multi Point Inspection						
15 Multi Point Inspection						
455 CP					0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE C:		0.00
41515 INSPECTION COMPLETE						
**********						

EST: 230.00 05MAR14 08:06 SA: 426

EST: 289.95 05MAR14 08:06 SA: 426
CONTACT: BRIAN

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 38.47

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER DODGE RAM AVONDALE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Dodge Ram Avondale, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

New Customer Assistance Inquiry Record (CAIR)#					25178861
VIN	3D4GG57V39[redacted]	Model Year	2009	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/17/2014	CAIR Type	Regular	Status	Closed
Close Date	06/17/2014	Origin	Telephone	Reason	New Problem
Mileage	108,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	DUNN	Caller Country	USA	Caller Postal Code	[redacted]
Customer	BARBARA DARDEN				
Customer Address					
Dealer	49968	FOREST LAKE CPDJ/WALDEN FLEET		Dealer Phone	6514644212
Dealer Address	321 19TH ST SW				
	FOREST LAKE		MN	55025 1352	USA
Dealer Zone		Sales District		Service District	9
Subject	Lock Malfunctioning				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/17/2014 08:12 PM	Open
06/17/2014 08:17 PM	Closed

Initial Description

0415000000-Corporate,Recall,Default,Default,Default,Recall,Recall information
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Lock Malfunctioning

Case Comments

Date	Comment
06/17/2014	Briefly summarize why the customer is contacting Chrysler: Customer calling because he says the locks on the vehicle are not functioning properly. Customer says when he gets in the vehicle and locks the doors he cannot get out. Customer said he heard this is an manufacturing defect via internet. Briefly summarize what the customer is expecting: Cost assistance. Agent advised customer there are no remaining warranties left on the vehicle. Agent advised there are no incomplete recalls.

New Customer Assistance Inquiry Record (CAIR)#					25333794
VIN	3D4GG57V49[redacted]	Model Year	2009	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/17/2014	CAIR Type	Regular	Status	Closed
Close Date	08/08/2014	Origin	Telephone	Reason	New Problem
Mileage	87,575 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	FARMINGTON	Caller Country	USA	Caller Postal Code	48332-0531
Customer	[redacted]				
Customer Address					
Dealer	66262	SUBURBAN CHRYSLER DODGE JEEP RAM O		Dealer Phone	2484767900
Dealer Address	38123 WEST TEN MILE ROAD				
	FARMINGTON HILLS		MI	48335 2803	USA
Dealer Zone	Great Lakes	Sales District		Service District	9
Subject	customer states was trapped in locked car				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/17/2014 10:27 PM	Open
07/17/2014 10:30 PM	Closed
07/17/2014 11:08 PM	Reopen
08/08/2014 05:52 PM	Closed

Initial Description

0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Customer seeks cost assistance to repairs done.
0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,customer speaking to executive branch
0108270210-Product,Electrical,Power Windows,Defective,F. Door-Driver,Defective Left Front Power Window Inquiry,driver and passager wont roll down.
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,doesn't unlock
0108500000-Product,Electrical,Lamps and Switches,Other,Default,Lamps and Switches - Inquiry,customer stated back lights pop out.
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,customer states was trapped in locked car

Case Comments

Date	Comment
07/17/2014	****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 Briefly summarize why the customer is contacting Chrysler: Customer states that spoke to executive office for dodge journey regarding electrical issues. Customer was told she is to call back to executive office when she has her receipts, for reimbursement. Agent has no record of conversations at the level and advised customer to retrace her steps to recover correct contact information. Briefly summarize what the customer is expecting:executive contact
07/17/2014	Customer called back but call dropped.
07/17/2014	[redacted]
07/18/2014	* * * * * CASE MANAGER TEAM - District V * * * * * * OOW: 2 Years, 2,000 Miles MVP: Active PPW680N, Active LOF24EP Household: 0 New 2 Used
07/18/2014	Agent attempted to contact dealer Service Adviser (SA), however, SM not available. Left message for a return call at extension 66228. The reason for the dealer contact was to provide or request the following information: Call to see if vehicle is done with repairs.
07/18/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66228, The reason for the customer contact was to provide or request the following information Agent attempted to contact customer to get customers expectations. writer will follow up with customer Monday 7/21.
07/18/2014	Caller MARGARET M SINGLETON requesting to speak with Case Manager
07/18/2014	transferred to WV62 voice mail Secondary phone: Customer declined to provide
07/18/2014	CUSTOMER CONTACT: Customer contacted Chrysler to speak with her CM. Customer was replying back to CMs message earlier. Customer would like her CM to give her a callback at his earliest convenience.
07/18/2014	DEALER CONTACT: Writer spoke with SM John. SM stated the K07 recall is not related to customers concern, that will not cover for repairs needed to repair vehicle. SM stated the customer is not loyal to dealership, this is her first time to her dealer, SM stated for no layalty they cannot assist in goodwill and with the vehicle being out of warranty by time and mileage, Writer asked since the brakes were grinding metal to metal then would this be a subject of abuse or neglect, SM stated there may be a possibility there is as due to customer's daughter has seizures and may have been customer caused. Writer advised SM that CM will make a decision on wheter or not to assist customer and will follow up with SM if he does decide to assist with repairs. Writer thanked SM for his help.
07/18/2014	Writer contacted Margaret Singleton. Customer expectations are helping with cost assistance. Customer informed writer that problem has happened more than once. Customer stated she is also having trouble with back light popping out and windows not rolling down. Writer informed customer he will be following up with the dealership.
07/18/2014	Writer contacted SM John in concerns on if they would accept any RA. SM informed writer that he is going to speak to SM Sean and get back to writer as soon as possible. Writer will follow up with customer.
07/18/2014	Writer contacted Margaret Singleton. Writer informed customer that we are still working with the dealership on gathering information. Customer informed that she is willing to pay for the brakes however customer is still requesting assistance with remaining repairs. Writer informed customer he will follow up with customer Monday 7/21 to give information.

Date	Comment
07/18/2014	****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 Service Manager (SM) John contacted writer to inform writer that they will not accept an RA. SM suggested we reimburse customer.
07/21/2014	Customer contacted writer left voicemail stating that she is going to need further assistance with repairs. Customer stated her daughter need surgery and can?t afford cost for repairs. Customer advised writer to contacted customer back a [redacted]
07/21/2014	Writer contacted customer. Writer informed customer that CAC will not be able to assist customer with payment for repairs. Writer did inform customer that CAC is willing to reimburse $200 if customer does get repairs done at dealership including brakes. Customer was less than satisfied with offer and call was disconnected. Writer will follow up Tuesday July 22 on decision on if customer will get repairs done.
07/21/2014	Customer contacted writer regarding writers offer. Customer requested to speak to a supervisor regarding writers offer. Writer transfer caller to IL502.
07/21/2014	****Supervisor call**** Writer contacted the customer and explained that the offer is going to be for the door modules and the software update only. Writer explained that the software update is not a guarantee to resolving her stalling concern. Writer explained that based on the information we can assist by reimbursing her $233.16 for %50 of the cost of the repairs to the doors/windows and the software update. Writer explained that the brakes will be her responsibility. The customer accepted the offer. Writer advised that we will follow up with her no later than 7-23-14
07/23/2014	Writer contacted dealership spoke with Service Manager John. SM informed writer that repairs are completed. SM stated that customer will pay Friday and will receive vehicle Friday as well.
07/23/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66228. The reason for the customer contact was to provide or request the following information: Update customer that repairs are completed. Writer will follow up on Monday 7/28/14 to see how repairs are.
07/28/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66228. The reason for the customer contact was to provide or request the following information: Writer will follow up on Wednesday 7/30/14 to see how reapirs are.
07/30/2014	Writer contacted customer in regards of her vehicle being repaired. Customer informed writer that repairs are complete. Writer informed customer that she will need to send the documentation for writer to be able to reimburse customer. Writer informed customer of FAX number (801-736-3929). Writer will follow up Friday 8/1/14 to see if documents came in.
08/01/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66228. The reason for the customer contact was to provide or request the following information: Writer contacting Customer to inquire on faxed docs.
08/01/2014	Follow up 08/05/2014.
08/02/2014	****** Below Customer Contacted for Documentation Request ****** as1371@chrysler.com on 2014-08-02 @ 14:02
08/02/2014	***** Customer Document Received *****
08/04/2014	Customer is calling in today to see if we received the documentation that she faxed to us yet. Agent advised customer that we did receive it and the CM has not yet reviewed it. Agent advised customer that she will be contacted after it gets reviewed.
08/05/2014	Customer Document Reviewed.
08/05/2014	Agent attempted to contact customer, however, customer was not available.
08/05/2014	Left message for a return call at extension 66228. The reason for the customer contact was to provide or request the following information: Reimbursing customer $233.16.
08/05/2014	Writer will follow up 8/8/14
08/06/2014	What has the customer requested? Reimbursement for repairs. If this is a Recall or Extended Warranty, enter the campaign number. Na If this is for a previously made goodwill decision, what is that CAIR #? Na Enter the Mileage at the time of the repair.87580 Enter the Date when the repairs were completed.07/17/14 What is the total cost of the Parts to be reimbursed? $407.09 What is the total cost of the Labor to be reimbursed? na What is the total tax to be reimbursed? na What is the total amount being reimbursed? $233.16
08/06/2014	writer verfied address and name.
08/08/2014	What has the customer requested? If this is a Recall or Extended Warranty, enter the campaign number. If this is for a previously made goodwill decision, what is that CAIR #? Enter the Mileage at the time of the repair. 87,580 Enter the Date when the repairs were completed. 07/17/14 What is the total cost of the Parts to be reimbursed? $233.16 What is the total cost of the Labor to be reimbursed? na What is the total tax to be reimbursed? na What is the total amount being reimbursed? $233.16
08/08/2014	Writer contacted dealership to verify payment by customer. Service Manager Curt informed writer that repair was paid in full.
08/08/2014	Ok to complete check process

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-08-02 14:47:57.782935
Files Not Recieved: 0

FARMINGTON COMMUNITY LIBRARY

Farmington Branch
23500 Liberty Street
Farmington, MI 48335-3570

Fax 248.474.6915
Phone 248.474.7770
http://www.farmlib.org/

Fax

801 736 3929

To: WV-62

Recipient's Fax #:

From: Margaret Singleton

Date: 7-29-14

# of pages including cover: 1

[redacted]

Comments:

07-30-'14 17:53 FROM- FALibrary 248-474-6915 T-048 P0001/0002 F-189

F.T.E. NO.	P.O. NO.	R.O. DATE
	[redacted]	07/17/14

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MILEAGE OUT
248-536-2921			MO: 87580

TOTAL - MISC

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $314.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $341.45 (+TAX) ON 07/17/14 AT 01:01pm
BY MRS. SINGLETON COMMENTS CUSTOMER ADDED LOF IN PERSON/ COUPON $24.95
APPROVED REVISED ESTIMATE (# 2) OF $1031.54 (+TAX) ON 07/22/14 AT 08:03am
BY MRS. SINGLETON COMMENTS SS: 9170
COMMENTS----------
CUSTOMER AWARE THAT SHE IS RESPONSIBLE FOR DIAG
WILD CARD SAVINGS COUPON

TECHNICIAN CERTIFICATION----------
4690 MIKE RODLER M161192

TOTALS----------

TOTAL LABOR....	581.04
TOTAL PARTS....	407.09
TOTAL SUBLET...	0.00
TOTAL G.O.G....	30.95
TOTAL MISC CHG.	31.00
TOTAL MISC DISC	-144.56
TOTAL TAX.....	28.08
TOTAL INVOICE $	**933.60**

NOW OPEN FOR SERVICE ON SATURDAYS FROM 8:00 AM UNTIL 1:00 PM
CALL FOR AN APPOINTMENT 248-476-7900.

member of the SUBURBAN Collection

THANK YOU FOR YOUR BUSINESS!!

ORIGINAL ESTIMATE
HAS BEEN REVISED

CUSTOMER SIGNATURE

PAID

PAGE 3 OF 3 CUSTOMER COPY [END OF INVOICE] 08:11am

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability [redacted]

CU
X [redacted]

The Reynolds and Reynolds Company ERMNTSI14E CO6008128 Q (6/2/14)

SERVICE INVOICE

SF661720 Q (06/14)

MARGARET SINGLETON

MARGARET SINGLETON

Thank you for your business!

ONLY $23.95*

Please call us your NEXT oil change.

SUBURBAN CHRYSLER JEEP DODGE

248-476-7900

*Some models may vary

Suburban Chrysler Jeep Dodge R.O. / Invoice No. JECS314032

5034 Coupon Expires October 2nd, 2014 M25

New Customer Assistance Inquiry Record (CAIR)#					25609385
VIN	3D4PG5FV9A[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/10/2014	CAIR Type	Regular	Status	Closed
Close Date	10/10/2014	Origin	Telephone	Reason	New Problem
Mileage	76,997 Miles	Market	U	Language	English
Contact Email	T[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
Caller City	ALAMOGORDO	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68932	JACK KEY MOTOR CO OF ALAMOGORDO		Dealer Phone	5754343916
Dealer Address	1501 HIGHWAY 70 W				
	ALAMOGORDO		NM	88310 7591	USA
Dealer Zone	West	Sales District		Service District	9
Subject	power lock issue				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/10/2014 08:12 PM	Open
10/10/2014 10:43 PM	Closed

Initial Description

0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement
0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,CMManager authorizes $500.00 reimbursement for the customer.
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,power lock issue

Case Comments

Date	Comment
09/10/2014	Briefly describe why the customer is calling: Customer is contacting Chrysler regarding: his front passenger side door. Briefly describe what the customer is expecting: Customer is expecting information. Customer states he would like to know if there had been any recalls for this issue. Customer states that the vehicle is at the DLR. Customer states that the DLR has no idea what is causing this. Customer states the Right front door (passenger door) will not open. Agent contacted DLR 68932 and spoke with SMDan. Dan states that the door will not open from outside or inside, Dan states he had authorization from customer to remove panel which would cause damage to panel in order to further diagnose. Dan states that they have been trying for hours to repair but the lock latch will not release. Dan states this is very strange and in 30 years has never seen a lock that will not release. Dan states he has to bring the vehicle to their body shop for further assistance in repair. Dan states he quoted the customer a cost of $1183.00 but this does not include the additional work that the body shop will do. Dan he feels he is already offering a discount because he is not charging the customer for the additional work that the body shop will be doing. Agent informed customer of this. Customer states they would like a rental for Friday only so they can make their appt out of town. Agent contacted SMDan to inquire about rental, Dan states that he would like to offer a loaner vehicle however he only has three loaner vehicle and they are all out with other customers and will vehicles will not be back by Friday.
09/10/2014	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 575-430-0839 Preferred Afternoon/Evening call back number is[redacted] email address for case updates: no email Who has possession of the vehicle?/Dealer Has the vehicle been diagnosed by a CDJ dealer? (Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 68932 Reassigned to 88F
09/11/2014	********* Case Management - District O ********* OOW: 1 year 8 months MVP: None Household: 0 New 1 Used
09/15/2014	Writer contacted Service Manager Dan at the location spoke to SMand was stated that the door lock is fixed, but since the dealership had to basically customer into the frame to get to the latch that the repairs to the door that the dealership did they are repairing at no cost to the customer. Customer is aware of charges for the latch door panel and labor at total cost at $1150.00. Writer is not seeing any recalls that would cause the door to latch and not unlock. Follow up with the dealership is on 9-17-14.
09/15/2014	Writer contacted the customer to inform the customer of the repair status and the issue of recalls that do not involve the door. Writer stated to the customer that writer sill look into other issues that could cause the door to latch and not release. Follow up with the customer is 9-18-14. Follow up with the dealership however is 9-17-14.
09/18/2014	Writer attempted to contact dealer Service Manager (SM), however, SMnot available. Writer left message for a return call at extension 40526. The reason for the dealer contact was to provide or request the following information: To get more information on what cased the door to lock up on the customer. Follow up 9-19-14.
09/19/2014	Writer contacted the dealership and the Assistant Service Manager Dan states that he has not seen this issue in quite some time. So recall related issues are nonexistent to cause the door to latch and not release. ASMalso stated that they had to rip into the door just to get to the latch and release and repair it. Customer was aware of this and the customer was also aware of the cost to the customer of $1185.00. Writer then asked around and everyone writer spoke with states it cannot be related to any recall or issue to cause the issue.
09/19/2014	Writer's supervisor authorized $500.00 reimbursement.
09/19/2014	Customer was contacted by writer from voicemail. Customer was advised of lines 56-63 and the writer's supervisor authorized $500.00 reimbursement. Customer is stating that this is a factory issue and that they should be reimbursed in full for the repairs and a rental for 7 days of $412.00. Writer states that they are unaware of any issues at all about the door latch and that if it was a defect then the part should have failed earlier. Writer then stated that as far as the reimbursement for the $500.00 is what is allotted for a used vehicle that is out of warranty. Customer will think about deal and writer will look into the rental but no promises can be made since they are out of warranty. Follow up with the customer is at 9-22-14.
09/22/2014	Customer is still wanting some more help than the $500.00 that is being offered. she would like to have a rental paid that they had to get while the vehicle was down follow up with the customer is set for 9-23-14.
09/23/2014	CMattempted to contact customer, however, customer was not available. CMleft message for a return call at extension 40526. The reason for the customer contact was to provide or request the following information: to inform the customer that the $500.00 is all the CMis able to reimburse to the customer at this time. CMwill follow up with the customer on 9-29-14 to have the customer?s option on what they want to choose. Offer stands from 30 days of today?s date 9-23-14.
09/29/2014	CMcontacted the customer and they will accept the $500.00 reimbursement that the CMsupervisor approved on. CMwill make sure that everything needed for reimbursement is ready and will cut the check for the customer.
09/29/2014	[redacted]
[redacted]	[redacted] T2 - eReimbursement What has the customer requested? reimbursement for door interior door hatch. If this is a Recall or Extended Warranty, enter the campaign number. None If this is for a previously made goodwill decision, what is that CAIR #? None Enter the Mileage at the time of the repair. 76,997 Enter the Date when the repairs were completed. 9-17-14 What is the total cost of the Parts to be reimbursed? $500.00 What is the total cost of the Labor to be reimbursed? $0.00 What is the total Tax to be reimbursed? $0.00 What is the total amount being reimbursed? $500.00 ****End structured narrative T2 - eReimbursement ****Begin structured narrative T2 - Vehicle Payment eReimbursement What is the reason(s) for this reimbursement? N/A How many vehicle payments are being reimbursed? N/A What is amount of the monthly vehicle payment? N/A Has this customer had previous vehicle payment reimbursements? N/A If previous, how many? N/A What is the total amount being reimbursed? N/A ****End structured narrative T2 - Vehicle Payment eReimbursement
10/01/2014	CMcontacted the customer and CMneeds documentation of repairs and proof of payment faxed to CMat 801-736-3929 with ATTN CW751. Customer will fax the documents to the CM.
10/04/2014	****** Below Customer Contacted for Documentation Request ****** pr628@chrysler.com on 2014-10-04 @ 14:48

Date	Comment
10/04/2014	***** Customer Document Received *****
02/11/2015	Briefly summarize why the customer is contacting Chrysler: Customer states windows have opened when they are away from the vehicle. Briefly summarize what the customer is expecting: Customer seeking cost assistance. Customer has not had vehicle into the DLR for diagnosis. Customer notes that this is the second time in a few months they have experienced electrical issues. Customer believes the vehicle is a "pile of junk". Customer does not have financial resources to keep paying for repairs. Customer was sold vehicle from a Ford Dealership who referred customer back to Dodge. Customer very irate and will be contacting the BBB. Customer will never recommend Dodge products.

Document Recieved from Customer
Cair Number: 25609385
Date Received: 2014-10-04 14:51:49.895640
Files Not Recieved: 0

NORTH WESTCHESTER RESTORATIVE THERAPY & NURSING CENTER
3550 LEXINGTON AVENUE
MOHEGAN LAKE, NY 10547
PHONE: 914-528-2000
BUSINESS OFFICE FAX: 914-528-9235
ADMISSION OFFICE FAX: 914-528-3113

NORTH WESTCHESTER

RESTORATIVE THERAPY & NURSING CENTER

LIST OF SERVICES

*INNOVATIVE REHABILITATION THERAPY

*SPECIALIZING IN POST SURGICAL ORTHOPEDIC CARE (JOINT REVISION AND REPLACEMENT THERAPY) 7 DAYS A WEEK REHAB THERAPY

*LICENSED PHYSICAL, OCCUPATIONAL & SPEECH THERAPISTS

*SPECIALIZED WOUND CARE

*MEDICALLY COMPLEX SKILLED NURSING CARE

*COMPASSIONATE PROFESSIONAL PAIN MANAGEMENT

*IV THERAPY

*RESPIRATORY THERAPY & TRACHEOSTOMY CARE

*COMFORT & HOSPICE CARE

*FULL SCALE ACTIVITIES PROGRAM

*BEAUTY SALON & BARBER

"ANYTIME" ADMISSIONS

24hours a day-7days a week

We Accept Medicare, Aetna, HIP, Oxford, Blue Cross, Healthnet, GHI & Medicaid

FAX COVER LETTER

DATE: 10-2-14

TO: Logan

FAX #: 801-736-3929

FROM: Rapetti

RE: [redacted]

COMMENTS: Please see attached - Thank you!

Privileged and Confidential
The information contained in this facsimile is intended solely for the addressee. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this facsimile in error, please notify us immediately.

IN COMPLIANCE WITH FEDERAL AND NEW YORK STATE LAWS, THIS FACILITY DOES NOT DISCRIMINATE BASED UPON RACE, CREED, COLOR, AGE, NATIONAL ORIGIN, SEX, SEXUAL PREFERENCE, DISABILITY, HANDICAP, MARITAL STATUS, SPONSERSHIP, OR SOURCE OF PAYMENT IN THE ADMISSION, RETENTION OR CARE OF ANY INDIVIDUAL.

Star Sign and Graphics Inc.
3199 Albany Post Road Suite 301
Buchanan, NY 10511
Ph: (914) 603- 3516
FAX: (914) -
Email: lina@starsignandgraphics.com
Web: www.starsignandgraphics.com

PAID IN FULL PAID IN FULL PAID IN FULL PAID

Invoice #: 3245

Order Created: 10/1/2014 4:39:48PM
Sale Date: 10/1/2014 4:40:14PM

Sale Date: 10/1/2014 4:40:14PM

Billed To: [redacted]
Contact:
Address:

Email: [redacted]
Office Phone:
Office Fax:

Created Date: 10/1/2014 4:39:48PM
Salesperson: House Account
Email: lina@starsignandgraphics.com/chris
Office Phone: (914) 603- 3516
Fax: N/A

Description: Dodge Ram Quarter Panel Graphics

	Quantity	Unit Price	Subtotal
1	1.00	$186.26	$186.26

Description: Ram Head Replacement Logo and OEM Stripes.

- 1- 18 in x 56 in Single Sided decal(s)
- High Performance Matte Black Avery,
- Text; Logo Graphics

Line Item Subtotal: $186.26

Payments for Order

Date	Method	Tracking Number	Amount
10/01/2014	Cash		199.72
10/01/2014	Cash		0.28

Order Subtotal Before Discount:	$186.26
7.38% Total Taxes:	$13.74
Total:	$200.00
Total Payments:	$200.00
Order Balance:	$0.00

Payment Terms: Balance due upon receipt.

Print Date: 10/1/2014

Tax ID: 271654988

New Customer Assistance Inquiry Record (CAIR)#					28000986
VIN	3C4PDCAB5[redacted]	Model Year	2012	Brand	DODGE
Body	JCDH49	Vehicle	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/12/2015	CAIR Type	Regular	Status	Closed
Close Date	10/12/2015	Origin	Telephone	Reason	New problem
Mileage	62,000 Mles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	[redacted]	Caller Country	USA	Caller Postal Code	33565-7383
Customer	[redacted]				
Customer Address					
Dealer	60064	CRYSTAL CHRYSLER DODGE JEEP		Dealer Phone	3525971265
Dealer Address	14358 CORTEZ BOULEVARD				
	BROOKSVILLE		FL	34613 5917	USA
Dealer Zone	Southeast	Sales District		Service District	C
Subject	No diagnosis.			Campaign	R32
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
10/12/2015 08:29 PM	Open
10/12/2015 08:46 PM	Closed
09/29/2018 03:46 PM	Closed

Initial Description

0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,Issue with door locks and windows.
0108045700-Product,Electrical,Tire Pressure Monitor,Intermittent/Inoperative,Default,Tire Pressure Monitor - Intermittent/Inoperative,TPMS light on.
05R3200900-Recall,Recall - Do Not Select,Recall - Do Not Select,Advise Owner/Incomplete Recall,Default,Advise Owner / Incomplete Recall,No diagnosis.-Please refer to Case Comments

Case Comments

Date	Comment
10/12/2015	Briefly summarize why the customer is contacting Chrysler: Customer has a tire pressure sensor light that is still on, after she has inflated and deflated the tires many times. Briefly summarize what the customer is expecting: Customer expects Chrysler to advise her of the reason why the tire pressure sensor light is on. Agent could not find any TSB's about the issue. Agent advised the customer to go to the DLR because there could be an issue with the sensor. Customer states even put in an extra 5 psi of air but the light is still on. Customer also states her door locks keep locking and unlocking, she opens the door and it the vehicle locks automatically, and she was in the car locked inside because the door would not unlock. Customer could hear locks clicking but the door remained locked. Customer also states her power windows get stuck sometimes and do not roll down. Agent advised customer of the incomplete recall. Customer might get a diagnosis soon.

New Customer Assistance Inquiry Record (CAIR)#					28643491
VIN	3C4PDCAB[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	01/28/2016	CAIR Type	Regular	Status	Closed
Close Date	03/01/2016	Origin	Email	Reason	New problem
Mileage	7,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	HEMET	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Power Door Lock / Deck Lid - Intermittent or Inoperative				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/28/2016 05:11 AM	Unworked
03/01/2016 02:24 PM	Open
03/01/2016 02:46 PM	Closed
09/29/2018 04:51 PM	Closed

Initial Description

0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,Power Door Lock / Deck Lid - Intermittent or Inoperative

Case Comments

Date	Comment
01/28/2016	***** EMAIL BRIEF DESCRIPTION CONTENT ***** REAR INSIDE DOOR HANDLES ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
03/01/2016	Owners email states: REAR INSIDE DOOR HANDLES WILL NOT OPEN THE DOORS. CHILD LOCKS ON OR OFF WILL NOT MAKE ANY DIFFERENCE. SEEMS LIKE A VERY UNSAFE CONDITION.
03/01/2016	Writer replied: Dear Ronald: Thank you for contacting the Dodge Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Unfortunately, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require technical assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center. Finding a dealer is simple; You can find a dealership by visiting our brand website at Dodge - http://www.dodge.com. Thanks again for your email. Sincerely, Jay Customer Service Representative Dodge Customer Assistance Center

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Jan 28 01:10:39 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

REAR INSIDE DOOR HANDLES

Comments:

REAR INSIDE DOOR HANDLES WILL NOT OPEN THE DOORS. CHILD LOCKS ON OR OFF WILL
NOT MAKE ANY DIFFERENCE. SEEMS LIKE A VERY UNSAFE CONDITION.

Sender Information:

Title:

[redacted]

From: Reply_By_Link_Only@chrysler.com
To: [redacted]
Date: Thu Jan 28 01:44:22 EST 2016
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Ronald:
Thank you for contacting the Dodge Customer Assistance Center.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
Unfortunately, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require technical assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.
Finding a dealer is simple;
You can find a dealership by visiting our brand website at Dodge - http://www.dodge.com.
Thanks again for your email.
Sincerely,
Jay
Customer Service Representative
Dodge Customer Assistance Center
For any future communications related to this email, please refer to the following information:
[redacted]
[redacted]
REPLY LINK:
[redacted]
Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
REAR INSIDE DOOR HANDLES
Comments:
REAR INSIDE DOOR HANDLES WILL NOT OPEN THE DOORS. CHILD LOCKS ON OR OFF WILL
NOT MAKE ANY DIFFERENCE. SEEMS LIKE A VERY UNSAFE CONDITION.

VIN:
[redacted]
Mileage:
7000
Servicing Dealer:

[redacted]
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
HEMET
State:
CA
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					29550118
VIN	3C4PDCAB2[redacted]	Model Year	2013	Brand	DODGE
Body	JCDH49	Vehicle	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/22/2016	CAIR Type	Regular	Status	Closed
Close Date	06/24/2016	Origin	Telephone	Reason	New problem
Mileage	115,000 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	ROCKINGHAM	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68679	GRIFFIN C-D-J		Dealer Phone	9105821200
Dealer Address	961 E US HWY 74				
	ROCKINGHAM		NC	28379 7541	USA
Dealer Zone	Southeast	Sales District		Service District	O
Subject	Battery died				
Synopsis	close				
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/22/2016 02:54 PM	Open
06/24/2016 07:55 PM	Closed
09/29/2018 01:01 PM	Closed

Initial Description

0108100200-Product,Electrical,Battery,Defective,Default,Battery -Defective,Battery died

Case Comments

Date	Comment
06/22/2016	Briefly summarize why the customer is contacting Chrysler:?defective battery Briefly summarize what the customer is expecting: assistance with a defective battery Agent was contacted by customer in regards to assistance with a defective battery. customer states that the vehicle has an ongoing issues with electrical problems that have been present since the vehicle was first purchased. Agent was informed that customer has made several mentions to the dealer about this concern, however the vehicle is always diagnosed as normal. Customer states the battery was replaced on the vehicle and it caused several electronic components to fail Customer states the dealer claims the battery was placed in the vehicle backwards and customer was charged $640.00 in order for issues to be resolved. Customer is seeking cost assistance with repairs.
06/24/2016	Agent attempted to reach the dealer for diagnosis and was sent to voice mail.
06/24/2016	Agent contacted the dealer whom states the batter was placed in backwards, which was caused the TIPM, and the WIN module. Dealer is seeking to trade to the vehicle is out of the vehicle. Dealer states that either the vehicle will be repaired or customer may be traded out of the vehicle. Agent left customer a voice mail explaining the results.
06/25/2016	Customer's mother, Margaret Harrington, called in stating that she is hoping someone can come out and look at her vehicle. Customer states that she had to have her battery replaced and then the vehicle would not crank. Customer states that it was then towed to the dealership where she was advised that the module is defective and the battery was put in wrong. Customer states that they got the vehicle running but the radio and AC went out and now they are advising the alternator went out as the car will not crank. Customer states that she is being advised she has a charge of $2,214 to repair her vehicle instead of the $600. Writer advised customer that the best option would be to continue working with the dealership.
07/08/2016	Customer called in because she feel this situation was not right. Agent contacted the DLR and spoke to Andy SM. Andy stated that the battery was installed backwards not by them but either the customer or another DLR. SM states that this caused many other issue and the more they repaired the more issue came up. The customer was in a rental and when the vehicle was completed the customer came to pick up her vehicle but they did not have the funds to pay it so the DLR worked out a payment plan for her. DLR stated that all the repairs where caused by the battery
07/08/2016	Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she bought a 2013 Dodge Journey in 2012. The customer states that she heard sounds in the electrical but never had an issue. The customer states that she was having issues with the battery. The customer states that she got a new battery but put in backwards which may have burnt up the wires. The customer states that the DLR is attempting to fix the concern. The customer states that she got the vehicle back. The customer states that the vehicle is still dying at night. The customer states that the windows are not going down and it takes her 4 minutes to exit the vehicle as the door locks are not working. The customer states that her friend installed the battery and when installed the lights came on and windshield wipers as well. Briefly summarize what the customer is expecting: Someone to investigate if the wires were already damaged when she got the vehicle. Agent Advised: Agent advised the customer that we can?t start an investigation as repairs have already been started but since she is still experiencing issues that are unresolved, we can escalate to Case Management. Unfortunately, since it was believed that improper installation of the battery caused all the concerns, we can?t assist whatsoever. Agent suggested that they reach out to the DLR or a different DLR for further assistance.

New Customer Assistance Inquiry Record (CAIR)#					29670745
VIN	3D4PG5FV2A[redacted]	Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/12/2016	CAIR Type	Regular	Status	Closed
Close Date	09/23/2016	Origin	Telephone	Reason	New problem
Mileage	88,950 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	REDFORD	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
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	having issues with starting				
Synopsis	duplicate				
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
07/12/2016 06:58 PM	Open
07/27/2016 07:28 PM	Closed
09/20/2016 04:28 PM	Reopen
09/23/2016 11:00 AM	Closed
09/29/2018 05:21 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,will get locked in the vehicle or cannot open
0118002900-Product,Drivability,Unknown,No Start,Default,No Start,having issues with starting

Case Comments

Date	Comment
07/12/2016	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 she has had to take the vehicle to the DLR about 27 times for some kind of electrical issue. Customer stated that sometimes she is locked inside the vehicle or she cannot open the doors. Customer stated that it has stalled and not start either. Customer stated that she is not able to get into her trunk because the locks don't work. Customer stated that the DLR tried to get her into another vehicle but the car payments are too high. Customer stated that she currently has a SC but she knows that she will still have this issue because it has not been fixed and she does not want to have to pay for repairs. Customer stated that this has affected her job because she is late for work. Customer stated that the vehicle has left her and her 8 year son stranded at night waiting for roadside. Customer stated that she just took the vehicle last month to the DLR and this morning her vehicle would not start and she was late 20 minutes for work. Customer stated that she cannot keep this up she needs the issue repaired or the vehicle replaced.
07/12/2016	Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is 313-247-6322 Preferred afternoon/evening call back number is 313-772-3971 Would customer like to receive updates via text message? (Y/N) Y Mobile number: both numbers 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) was just at the DLR 28 days ago for same issue 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) Who authorized? From what date? Reassigned to 88F
07/12/2016	Vehicle is at the dealership - SOUTHFIELD CHRYSLER DODGE JEEP RAM (26943) Update triggered by [redacted]
07/13/2016	****** Below Customer Contacted for Documentation Request ****** DA1137@chrysler.com on 2016-07-13 @ 08:32
07/13/2016	***** Customer Document Received *****
07/15/2016	CONTACT UPDATE - Customer was contacted today at 5:01pm on phone number 313-772-3971, however customer was not available. Writer left a voicemail with CM DA1137's contact information and explained that DA1137 will follow up with both dealer and customer on Tuesday 7/19
07/19/2016	Writer contacted DLR at 248-354-2950, SM Christian advised the customer is not going to assist the customer do to she had never had to pay for the fees at all and always does this when its time to have the vehicle checked out, writer will follow up with the customer.
07/19/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40500. The reason for the customer contact was to provide or request the following information: following up on the case.
07/20/2016	Vehicle is at the dealership - SOUTHFIELD CHRYSLER DODGE JEEP RAM (26943) Update triggered by S72483H
07/20/2016	Inbound call: Customer called about case update, Agent warm transferred to extension 40500 to leave a VM.
07/22/2016	Writer called DLR at 248-354-2950 spoke with SA Chris who advised that the PCM was repaced under mvp and customer has vehicle. Was the customer in a rental?y If yes, how many days?1 Did the customer have a co-pay? If yes, how much?$100.00 What is the RO #?9744053 Does the SM have the CAIR #? If no, provide it. 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? mileage 88290
07/22/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40500. The reason for the customer contact was to provide or request the following information: to get Customer satisfaction on repairs will follow up on 7/27/16
07/27/2016	CLOSED LOOP UPDATE - no need for additional follow-up.
09/20/2016	Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle has been in the shop 31 times now and is still having issues with it. Customer states she does not feel safe driving her vehicle. Customer states she lost her job due to her not having a reliable vehicle. Customer states today alone her vehicle has stopped 3 already. Customer states while she drives the vehicle it randomly just stops. Customer states about a week ago her vehicle had stopped on her way home from work and she was stuck in a park in the dark for about 2 hours. Briefly summarize what the customer is expecting: Customer is seeking buyback of the vehicle. Agent advised customer due to mileage and time she is not eligible for buyback of the vehicle. Agent advised customer that her case can be forwarded to a CM for further assistance.
09/20/2016	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: 313-247-6322 Earliest call time: 8AM Latest call time: 8PM Updates via text: N/A Updates via email: N/A Vehicle location: Customer Diagnosed by FCA dealer within last 30 days: Yes Diagnosing dealer: SOUTHFIELD CHRYSLER DODGE JEEP RAM 26943 If no diagnosis, appointment date and time: N/A Confirmed appointment with: N/A Customer in rental: N/A Authorized by:N/A Rental start date: N/A Next step: Assign to case manager for review
09/20/2016	Reassigned to 860 - a new 88 CAIR has been opened and this CAIR needs to be closed.
09/20/2016	Vehicle is at the dealership - SOUTHFIELD CHRYSLER DODGE JEEP RAM (26943) Update triggered by S72483H
09/22/2016	Reassigned to 860 ? a new 88 CAIR has been opened and this CAIR needs to be closed.

Document Recieved from Customer
Cair Number: 29670745
Date Received: 2016-07-13 08:33:41.131558
Files Not Recieved: 0

CASE MANAGER WORKSHEET

GENERAL INFORMATION

Case Manager:	Dominique Askew		
CAIR Number:	[redacted]	Customer:	[redacted]
Vehicle:	2010 DODGE JOURNEY SXT (LHD/FWD)		
Customer Email:			
What is the reason the case is being opened?	Customer called to discuss issue with the vehicle. Customer stated that she has had to take the vehicle to the DLR about 27 times for some kind of electrical issue. Customer stated that sometimes she is locked inside the vehicle or she cannot open the doors. Customer stated that it has stalled and not start either. Customer stated that she is not able to get into her trunk because the locks don't work.		
What does the customer want from FCA?	Assistance with the repairs of the vehicle.		
Who has the vehicle?	DEALER	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?	No		
Has vehicle been diagnosed?	Yes	If yes, what dealer?	26943-SOUTHFIELD CHRYSLER DODGE JEEP RAM
Original Owner?	No	Owner History: # New:	0
# Used:	1		

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	Yes	WCC	536	ISD	02/16/2010		
MVP Contract? (Mechanical, Maintenance, Other)?	NONE						
3rd Party Service Contract?	WILL ASK DLR	Extended Warranty?	No				
VIP	Yes	GPOP	No	Restriction	No	Recall	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	Yes		
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	No		
If yes for Tech Connect, note:							

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Docs will be used?			
What information am I missing and what questions do I need to ask?	What is the current mileage? Was a diagnosis done on the vehicle? Was the concern customer cause or wear and tear? What are the customer's expectations from FCA? What is the best form of contact for the DLR and the customer? Is the DLR willing to accept Goodwill or are they willing to do Good will.		
What are my intentions/thoughts/direction?	Want to get vehicle repaired and get back to the customer!!!!!		

LEMON LAW REVIEW

Does this vehicle meet state LL requirements? **No**	Is there a confirmed defect? Choose an item.
State:	If yes, what is the defect(s)?
FRA state?	Is the defect covered under the manufacturer's warranty? Choose an item.
Business vehicle? Choose an item.	Number of repair attempts? Choose an item.
# of allowed repair attempts within the specified period? Choose an item.	Total number of days out of service Choose an item.

# Of allowed days out of svc within the specified period? Choose an item.	Does the defect substantially impair the vehicle's use, value, or safety? Choose an item.

New Customer Assistance Inquiry Record (CAIR)#					29834713
VIN	3C4PDCGB3F[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	08/03/2016	CAIR Type	Regular	Status	Closed
Close Date	10/12/2016	Origin	Telephone	Reason	New problem
Mileage	13,500 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	EVANS	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26341	MILTON RUBEN CHRYSLER JEEP DODGE		Dealer Phone	7068636633
Dealer Address	3504 WASHINGTON RD				
	AUGUSTA		GA	30907 2948	USA
Dealer Zone	Southeast	Sales District		Service District	L
Subject	Customers have went off randomly				
Synopsis	customer will call back if they wish to continue				
Customer Anomaly	Electronics				
	Wiper Blades				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	54	Wipers not working properly (defective, intermittent)
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/03/2016 02:01 PM	Open
08/03/2016 02:06 PM	Closed
08/31/2016 09:35 PM	Reopen
10/12/2016 09:57 PM	Closed
09/29/2018 01:27 PM	Closed

Initial Description

0108905700-Product,Electrical,Body Wiring,Intermittent or Inoperative,Default,Body Wiring - Intermittent or Inoperative,doors locked her in for 10 minutes in 104 degree weather
0108420200-Product,Electrical,Wipers / Washers,Defective,Unknown,Wipers / Washers - Defective,Customers have went off randomly

Case Comments

Date	Comment
08/03/2016	Briefly summarize why the customer is contacting Chrysler: She is calling because she thinks she has a lemon. Hose broke first Recalls done but that?s nothing to do with the lemon 2 weeks after buying it she found out that she her dash computer was defective. She's saying its been about 15 times since she brought it in. Had to call roadside when the computer was malfunctioning saying that she was out of gas when it was full and the wind shield wipers would turn on she got locked in the car at one point in 104 degree weather. She states she knows the dealers are really trying to help Briefly summarize what the customer is expecting: Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is xxx-xxx-xxxx Preferred Afternoon/Evening call back number is xxx-xxx-xxxx Who has possession of the vehicle? (Owner/Dealer/IRF) Reassigned to 91L
08/16/2016	Customer is contacting Chrysler as she is looking for an update on her file. Agent advised that I will contact the dealership for the VIN as we were not able to get the vehicle to pull up. Agent updated that file with the phone number and dealership stated that they will be calling back with an update on the vehicle.
08/16/2016	Customer called in and stated her vehicle has been at the DLR SINCE 7-26-16 . Customer advised Agent she has just called the DLR and was told her vehicle has too many codes on it . Customer stated that someone may have called her while we were one the phone . Customer feels that she has wasted a lot of time tracking down her repair for the vehicle. Agent called the DLR and spoke to SA Mike whom stated they had parts on order and that the vehicle would be fixed tomorrow.
08/21/2016	customer is calling in again because she is stranded and needs for herself 2 children and her husband as well as to get the vehicle Hilton head SC to Evens GA agent got her in contact with roadside and she will be trying to get home from SC.
08/31/2016	Customer calling back as she has not heard from a CM about her case. Agent will escalate her case as was documented but was not done. Agent did not let the customer know that fact as she was very tearful on the phone. Line 21 and 22 should read 917-602-1942. Customer just picked up vehicle yesterday once again, and vehicle is doing the same thing. She stated that they have replaced BCM, and still having the same problem. She stated that she has been stranded, and at one point her husband honked the horn to start the vehicle, and they were able to get home, then bring to the DLR.She stated that she just wants her" vehicle gone before it hurts my family" Customer wants buyback. Agent let her know that someone will call her in the next 1-2 days. Customer appreciated and will await the call.
09/02/2016	********** 91L Review **********
09/02/2016	*********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
09/06/2016	: Monica with I2R Customer Resolution Team is responsible for this CAIR. The customer may contact Monica directly at (214) 583-2106. Monday ? Friday, 8:30 AM?5:00 PM CST. Thank you. :
09/06/2016	Called dealer 26341 Milton Ruben 706-863-6633. Spoke to receptionist, vehicle currently at dealer for service for electrical and drive ability concerns. Assigned SA Greg :
09/06/2016	Called dealer 26341, spoke to SA Greg 706-863-6633 ext. 3330, ordered anti lock brake system module, loosing ABS communication. SA has been able to reach customer, is in a rental 8/31/16. :
09/06/2016	(917) 704-5046 Called customer stated CM would need to speak to wife Chealsey, gave permission to contact 917-602-1642 : Called customers wife at 917-602-1942 Called customer. LVM stating that this case has been escalated to me for special handling and I would like to assist with vehicle concerns. Provided my number and office hours requesting a callback and advised I would call again. :
09/06/2016	Received call from Chelsea customers wife, explained that this case has been escalated for special handling and I would like to assist with vehicle concerns. Advised CM will be assisting with the repair process, to make sure that the vehicle is repaired per the warranty that is placed on it. Advised we are here to review the case for all possible resolutions available. Advised case manager cannot guarantee any outcome. Customer stated vehicle is repaired will pick up today. Apologized for concerns. Advised would follow up 9/9/16 for an update on vehicle performance. Thanked customer. :
09/09/2016	Per voice mail returned call to Tate at dealer 706-395-3682, LVM to advise contact CM for clarity on customer resolution. :
09/09/2016	Received call from Sales rep Tay Teeling advised customer not currently in the buyback process. Advised per call 9/6/16 case manager cannot guarantee any outcome. Customer stated vehicle is repaired will pick up today. Advised would follow up 9/9/16 for an update on vehicle performance. Tay will contact customer for course of action. :
09/09/2016	Customer calling to speak to CM. Agent was not able to reach CM. Customer would like to advise CM that the vehicle is currently at the DLR and that she would like to hear from the CM. Customer thanked agent.
09/09/2016	: Called dealer 26341, spoke to Amanda, updated RO, customer in rental 9/7/16, assigned SA Greg C. :
09/09/2016	Called customer at (917) 704-5046 spoke to wife Chelsea, apologized for concerns, advised CM would review case for all possible resolutions. Customer inquired about buyback, advised would review for replacement, if offered, replacement coordinator would review for buyback if applicable. Advised would follow up when an update is available. Apologized for inconvenience. Thanked customer. :

Date	Comment
09/12/2016	Called dealer 26341, spoke to SA Steve ext. 37770, updated RO, vehicle in diagnosis. : Called dealer 68426 Thomson Motor Centre 706-597-0062, LVM to return call to CM :
09/12/2016	****** Following Corporate Resource has been contacted ****** TAPS on 2016-09-12 @ 13:51
09/12/2016	: Called Chelsea 917-602-1942 advised per dealer vehicle in diagnosis, requested STAR, will follow up 2-3 business days. Apologized for inconvenience. Thanked customer for patience. :
09/12/2016	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
09/12/2016	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
09/14/2016	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
09/15/2016	: Called dealer 68426, spoke to SA Casey, updated RO. : Called dealer 26341, spoke to SD Tom stated spoke to STAR on yesterday, customer has video of concern, drove vehicle home, UTD concern, spoke to customer yesterday. : 917-602-1942 LVM to advise spoke to dealer, customer has video of concern, drove vehicle home, UTD concern, dealer working with STAR team, CM will follow up 2-3 business days. :
09/16/2016	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
09/20/2016	CAIR ESCALATION CLOSURE SEE STAR CASE# [redacted] FOR INFORMATION
09/21/2016	:
09/21/2016	Called dealer spoke to SA Amanda, updated RO, concerns UTD, customer in a rental, advised customer to pick up vehicle. :
09/22/2016	[redacted]
09/23/2016	Received voice mail from customer stating is taking vehicle back to dealer 26341, has just recorded a 22 minute malfunction video on phone, is done with the vehicle, would like to move to next step. :
09/26/2016	Customer is calling in wanting to make sure that the CM received her voice mail. Agent advised customer of lines 165-167. Customer states that she is wanting a resolution. Customer is wanting to be placed into a new vehicle. Agent transferred customer to the CM extension as per line 60
09/27/2016	: Called dealer 26341, spoke to assigned SA Laura, customer is in rental Dart, updated RO. :
09/27/2016	****** Following Corporate Resource has been contacted ****** TAPS on 2016-09-27 @ 11:28
09/27/2016	Called customer, apologized for vehicle concerns, advised per dealer will be a while for diagnosis and CM opened STAR, reviewing for resolution cannot guarantee any outcome, aware of desire to get out of vehicle. Will follow up 2-3 business days. Thanked customer. :
09/27/2016	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
09/28/2016	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
09/29/2016	CAIR ESCALATION CLOSURE SEE STAR CASE# [redacted] FOR INFORMATION
09/30/2016	: Called dealer 26341 spoke to SA Laura, updated RO, customer picked up vehicle today, UTD. : Called customer confirmed vehicle had been picked up, inquired about what could be done to come up with a reason for concern, has considered putting a video camera in vehicle to record instances of concern. Advised dealer has consulted expert tech in STAR, it is difficult to diagnose and offer a resolution with no codes and concerns not replicated. Apologized for inconvenience. Advised would follow up 10/4/16. :
10/04/2016	Called [redacted], request call back in 15 minutes, advised would return call today. :
10/04/2016	Called [redacted] stated has not been driving the vehicle, was told by manager Mike headquarters are not allowed to give rentals, its costing too much, dealer SA has video of concern. Apologized for concerns. Advised CM would authorize rental while vehicle is at dealer for service and follow up 10/7/16 to allow test drive. :
10/07/2016	Called [redacted], LVM to return call to CM :
10/11/2016	Called dealer spoke to SA Amanda stated vehicle not currently in for service. CM inquired about next available appointment, was transferred to service director Tom, stated per TA customer can bring vehicle in for service when vehicle is actively exhibiting concern, dealer has done several road test, multiple hours of inspection, UTD concern. ; (917) 602-1942 LVM to advise customer can bring vehicle in for service when vehicle is actively exhibiting concern. CM request call back then to revisit case. Apologized for inconvenience. Thanked customer for patience. :

New Customer Assistance Inquiry Record (CAIR)#					30293098
VIN	3C4PDDBGXC[redacted]	Model Year	2016	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	10/14/2016	CAIR Type	Regular	Status	Closed
Close Date	10/14/2016	Origin	Chat	Reason	New problem
Mileage	1 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	BEND	Caller Country	USA	Caller Postal Code	97702-3377
Customer	[redacted]				
Customer Address					
Dealer	24132	SMOLICH CHRYSLER JEEP DODGE		Dealer Phone	5413891177
Dealer Address	1865 NORTH EAST HIGHWAY 20				
	BEND		OR	97701 4832	USA
Dealer Zone	West	Sales District		Service District	D
Subject	Unresponsive chat customer.				
Synopsis	Customer seeking product assistance. Agent offered transfer. Customer terminated chat.				
Customer Anomaly					
Contact Reason	C110	FCA Company Contact Info Request	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Corporate - Corporate - Contacts				

Case Status History

Create Date	Status
10/14/2016 07:36 PM	Open
10/14/2016 11:36 PM	Closed
09/29/2018 01:46 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0473010000-Corporate,Chat,Information,Default,Default,Chat - Information,Unresponsive chat customer.

Case Comments

Date	Comment
10/14/2016	[redacted]
10/14/2016	Reassigned MP1021 - Bypass - No Response

New Customer Assistance Inquiry Record (CAIR)#					30293541
VIN	3C4PDDBGXGT[redacted]	Model Year	2016	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	10/14/2016	CAIR Type	Regular	Status	Closed
Close Date	10/19/2016	Origin	Email	Reason	New problem
Mileage	3,218 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	BEND	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	24132	SMOLICH CHRYSLER JEEP DODGE		Dealer Phone	5413891177
Dealer Address	1865 NORTH EAST HIGHWAY 20				
	BEND		OR	97701 4832	USA
Dealer Zone	West	Sales District		Service District	D
Subject	doors do not open from inside				
Synopsis	complaint: - doors will not open from the inside - advised customer that he needs a diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/14/2016 08:52 PM	Unworked
10/18/2016 11:51 PM	Open
10/19/2016 05:16 PM	Closed
09/29/2018 05:58 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,doors do not open from inside

Case Comments

Date	Comment
10/14/2016	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Rear doors ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
10/18/2016	Will not open from the inside *****END OF CUSTOMERS EMAIL*****
10/19/2016	Dear Robert, Thank you for contacting the Dodge Customer Assistance Center. Congratulations on the purchase of your new Dodge Journey!! As a vehicle owner I understand your frustration, having a new vehicle you do not expect to have issues on your new Dodge. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. If you would like me to make an appointment for you, please reply to this email and I will contact Smolich Motors. 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, Jody Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL*****
10/19/2016	reassign jm2545 survey bypass no diagnosis

From: t[redacted]
To: customerassist@chrysler.com
Date: Fri Oct 14 16:51:15 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Rear doors

Comments:

Will not open from the inside

Sender Information:

Title:

First Name: Robert

Middle Initial:

Last Name: Drilling

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Oct 18 20:08:37 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance

Dear Robert,

Thank you for contacting the Dodge Customer Assistance Center.

Congratulations on the purchase of your new Dodge Journey!!

As a vehicle owner I understand your frustration, having a new vehicle you do not expect to have issues on your new Dodge.

Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.

If you would like me to make an appointment for you, please reply to this email and I will contact Smolich Motors.

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,

Jody

Customer Service Representative

Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

[redacted]

[redacted]

REPLY LINK:

[redacted]

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

Rear doors

Comments:

Will not open from the inside

VIN:

[redacted]

Mileage:

3218

Servicing Dealer:

Smolich Motors Inc.

Title:

[redacted]

[redacted]

City:

Bend

State:

OR

Zip:

97708

Email:

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					31294354
VIN	3D4PH5FV8A[redacted]	Model Year	2010	Brand	DODGE
Body	JCEP49	Vehicle	DODGE JOURNEY SXT AWD HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	03/17/2017	CAIR Type	Regular	Status	Closed
Close Date	03/22/2017	Origin	Telephone	Reason	New problem
Mileage	54,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	TAMPA	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60478	SOUTHERN MAINE CHRYSLER DODGE		Dealer Phone	2072824101
Dealer Address	824 PORTLAND RD				
	SACO		ME	04072 9672	USA
Dealer Zone	Northeast	Sales District		Service District	M
Subject	BCM - Defective				
Synopsis					
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/17/2017 07:17 PM	Open
03/22/2017 01:04 PM	Closed
09/29/2018 09:50 AM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0108810200-Product,Electrical,Body Control Module,Defective,Default,BCM - Defective,BCM - Defective

Case Comments

Date	Comment
03/17/2017	Customer called to inquire about a recall. Customer stated that she is experiencing electrical issues. Customer state that her horn goes off by itself sometimes while driving, the windows will roll down on its own while the car is parked, the doors will lock and unlock while the car is off and parked. Customer stated that she was stuck in the vehicle with her sick husband due to the doors locking on its own and should could not unlock the vehicle because the battery was dead. Agent advised customer to take the vehicle in for a inspection and customer stated that she took her vehicle in on 3.16.17 and 3.17.17 for an inspection and the DLR said everything was working properly. Agent warm transferred the customer to the Dodge CAC and spoke with Cathy.

New Customer Assistance Inquiry Record (CAIR)#					57186591
VIN	3D4PH5FV8A[redacted]	Model Year	2010	Brand	DODGE
Body	JCEP49	Vehicle	DODGE JOURNEY SXT (LHD/AWD)		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/10/2018	CAIR Type	Regular	Status	Closed
Close Date	10/18/2018	Origin	Telephone	Reason	
Mileage	80,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
Dealer	68729	BEDFORD CHRYSLER DODGE JEEP RAM		Dealer Phone	8146231141
Dealer Address	7055 LINCOLN HWY				
	BEDFORD		PA	15522 6739	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	I
Subject	Horn intermittent sounding				
Synopsis	Goodwill and recall coverage denied				
Customer Anomaly	Steering / Suspension				
	Steering Wheel Controls				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	92	Steering wheel controls issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/10/2018 08:42 PM	Open
10/10/2018 08:52 PM	Closed
10/15/2018 06:29 PM	Open
10/18/2018 11:01 PM	Closed

Initial Description

Customer purchased in October 2017 and frequently in traffic, while parked at night during the day also, not intermittent, but frequent.

Case Comments

Date	Comment
10/10/2018	Customer seeking goodwill repair for a vehicle sold to him by a Chevrolet Dealer in 2017. Customer estimated that as it is a safety issue Dodge is responsible for his 2010 Dodge Journey. Agent referred customer to point of purchase for after sale support, he may pay to have the vehicle repaired. Customer advised he will contact his lawyer. Demanded my supervisor, Agent advised that a supervisor will recite the same policy, Agent did not escalate as customer has advised is considering legal counsel.
10/12/2018	Customer called in about a loaner vehicle. Advisor informed the customer that he would need to speak to the dealer about a loaner vehicle because all we can help with are rental vehicles.
10/15/2018	Customer is requesting a supervisor call. Please call his cell number anytime tomorrow at (814) 341-1577
10/18/2018	Customer states that he was suppose to get a TL call back on Tuesday but no one contact him. Agent apologize to customer that he never receive a call but as of right now their no update on the file. Customer states that he sent a email regarding the issue he having his vehicle currently at DLR and they inform they have to diagnose the horn before test driving vehicle but customer states that he not going to pay for horn repair while online it shown that 4.6 million people having the TIPMS issue and this the issue with his vehicle so he would like to speak to a TL to make decision cause im just the caller. Agent inform customer that can assist in the best possible way if he allow me. Agent inform customer that their only one recall on vehicle its doesn't relate to the TIPMS issue customer continouly asking for TL. Agent warm transfer to TL.
10/18/2018	Live supervisor call Customer was very rude and yelling on the phone wanting to discuss a national email about the TIPM in his class of vehicles. Informed the customer that there are no recalls, no service bulletins and no warranty to assist with the repairs. Informed of recall process and that vehicle may have a recall in the future and he would be eligible for reimbursement at that time. Customer became unpfoessional and had to be asked to stop yelling and he said he will keep calling back all night long until someone puts him through to another higher supervisor. Explained to the customer that no higher level supervisor that takes calls that would provide a different answer. Offer the company address for complaints and offered to explain as many times as necessary why this repair is not going to be covered. Asked the customer to lower his voice and act in a professional manor or the call will be disconnected. Customer eventually disconnect the line. Reviewed past recalls, service bulletins and warranties and none provided any details to change the outcome. Goodwill cost assistance denied. No new case to be opened in this matter unless new facts or DX from dealer. If customer calls with additional information or request a supervisor please direct the customer back to writer.
10/18/2018	1. The reason for the customer's call (Customer states...) That he will like to speak to Melissa. 2. What the customer wants to see happen (Customer seeks...) FCA Advisor to warm transfer Customer over to Melissa EXT. 3.What the agent advises (Agent advises...) Customer, Per instructions Genesys, Not Ready. Advised Customer that FCA Advisor can flag CAIR for Melissa to review and contact Customer at 8143411577. 4. Next step (Next step:) Leaving CAIR Close.

Email(s)

Date	10/15/2018	Subject	Horn intermittent sounding [ref:_00Dj01qsDF._500f1kyaFs:ref]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/15/2018 18:30 PM
TIPM ref:_00Dj01qsDF._500f1kyaFs:ref					

Date	10/15/2018	Subject	case number 57186591 update [ref:_00Dj01qsDF._500f1kyaFs:ref]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/15/2018 18:45 PM

Customer stated the vehicle stalls on his wife while she is driving the vehicle, which is a serious safety issue. The horn goes off for no reason which is a safety issue. The car lock by itself. The locks will go up an down . When customer is picking up his children the locks will not open the doors from inside the vehicle. Customer also stated this should be a national recall.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/15/2018 2:30 PM
To: qtrbck@gmail.com
Subject: Horn intermittent sounding [ref:_00Dj01qsDF._500f1kyaFs:ref]

TIPM
ref:_00Dj01qsDF._500f1kyaFs:ref

Date	10/15/2018	Subject	Re: case number 57186591 update [ref:_00Dj01qsDF._500f1kyaFs:ref]

From	qtrbck@gmail.com	To	uscustomercare@fcagroup.com	Sent Date/Time	10/15/2018 21:21 PM

The vehicle reported in this case is stalling while my wife is driving, the horn blows anytime it wants. I was told by a Dodge Service Department that this is illegal to drive a car around like this and the locks lock on their own anytime they want. My wife could get out of the car to get the mail or talk to someone and the locks could lock them selves or the buttons on the doors would go up and down repeatedly. Also, when we are going to pick someone up, when we pull up to let someone in, we can not unlock the doors. All of these issues are all over the internet. They are all mentioned in the lawsuit that was filed mentioned below. This vehicle is a safety hazard for my family to be in. I would greatly appreciate for all these issues to be fixed. Please contact me as early as possible. I have reported all of this to NHTSA, FTC & the Attorney General. My contact phone number for Monday 10/15/18 is 1st my home phone 814 471-6830 then my cell phone. On Tuesday 10/16/18, I will be out of town so please only contact my cell phone 814 341-1577. Thanks

Al Kiepert

Velasco et al v. Chrysler Group LLC Case No. 213-cv-08080

[redacted]

Judge Dean Pregerson

[redacted]

www.chryslerproblems.com/trends/tipm
www.chryslerproblems.com/trends/lawsuits

TIPM Settlement .com

On Mon, Oct 15, 2018 at 2:45 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Customer stated the vehicle stalls on his wife while she is driving the
> vehicle, which is a serious safety issue. The horn goes off for no reason
> which is a safety issue. The car lock by itself. The locks will go up an
> down . When customer is picking up his children the locks will not open the
> doors from inside the vehicle. Customer also stated this should be a
> national recall.
>
>
> ———— Original Message ————
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/15/2018 2:30 PM
> To: [redacted]
> Subject: Horn intermittent sounding [ref:_00Dj01qsDF._500f1kyaFs:ref]
>
> TIPM
> ref:_00Dj01qsDF._500f1kyaFs:ref
>
>

New Customer Assistance Inquiry Record (CAIR)#					83361738
VIN	3D4PH5FV4A[redacted]	Model Year	2010	Brand	DODGE
Body	JCEP49	Vehicle	DODGE JOURNEY SXT (LHD/AWD)		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/29/2022	CAIR Type	Regular	Status	Closed
Close Date	06/30/2022	Origin	Email	Reason	
Mileage	0 Miles	Market	U	Language	
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
Dealer	99999	Dealer99999		Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Electrical Malfunctions				
Synopsis	Provided buyback/goodwill decline. Referred to dealer.				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/29/2022 09:48 PM	New
06/30/2022 12:22 AM	Open
06/30/2022 12:41 AM	Closed

Initial Description

my name is BONNIE ZELAYA
my ph. # 503.975.0665
my email-[redacted] else
I would like to seriously ask if you will buy the car back? You might be finding some humor in my request but, there is no joke, punchline, or hidden agenda in such a request as this. I am actually quite serious. I bought the car in October of 2019 from a lady who purchased it from the company that she worked for that was used as a company fleet vehicle. I do not know the company but, according to this lady and all the extensive auto repair slips given me, I thought the worst would be behind me. I figured well,...it seemed all had been fixed already(and there was a slough of mechanical/ serious issues), what else could really go wrong now...? so I thought. and as time goes by and I encounter electrical issues, several of them, one after another and another and on and on. as i have researched endlessly throughout the 2 1/2 yrs that ive owned the car, i have become all to aware of the journey's notorious electrical problems. i have read hundreds and thousands of consumer complaints and their overall reviews and the car is unsafe.
here is my story- im a 56 yr old on disability. i frequent the doctors often dealing with a wide range of issues involving severe pain in my neck, mid and lower back, chronic kidney disease, lymphodema, bad legs and knees and not far back had a double mastectomy. i rely on having a vehicle to get me to these doctors that i literally hate going to see because i have to see them so bloody often. and in order for me to to these appts., i religiously service the car for oil changes, inspect the brakes, purchase tires, etc. etc. as my financial status allows me to do so. but, what i cant do is take my car to a auto shop every time for these constant electrical problems arise again and again. i am not a rich woman. i am collecting disability from social security.
this last month and a half alone the ESP light has come on and been repaired 3 times. the fuse has been replaced all 3 times due to it blowing. the brake light switch circuit had been replaced 2 times. i was driving without that fuse for the first few weeks. do you know how i felt so incredibly unsafe that is? then the check engine light came on and during the esp and check engine light- i had a obd scanner hooked up to troubleshoot and diagnose the problem but, it didnt read any problem codes. it showed no issues. then my horn blows at random so i had that fixed. then it starts blowing again. ultimately, the fuse(s) had to be pulled so i could drive my car. because again the code reader doesnt throw out any problem codes. i have been driving without a horn in my car for several months now. actually its going on close to a year without the ability of having a horn. i have had more than i care for in close calls with almost being ran into by a driver thats not paying attention to the red stop lights as he plows through it when im making a left turn on green and i have no horn to alert this guy. i was scared to death, so much so, that i had to pull off to the side to collect my wits. and then there was a incident of a woman driving though a grocery store parking lot at night not following in the directional flow of the pavement markings as i am in my laned direction towards the street about to exit the parking lot and at the last minute see a car out the corner of my left eye and i quickly go for the horn to alert her and im hitting it and hitting it but, there is no horn. she plowed right in front of my car and it ended up that i ran into her front passenger fender/wheel well. luckily we both were ok. my car had zero damage but, her car's front end was pretty messed up. i will say this that i was actually impressed with how durably the dodge held up in that particular incident as far as the structural integrity but, that's still not even cool because if i had the use of a horn or dare i say (the LUXURY OF A HORN this accident could of been AVOIDED). and why should anybody even think in any manner as a horn being a LUXURY...? it is a NECESSITY! it is MANDATORY! Its a SAFETY REQUIREMENT!
oh and the list goes on...periodically the car just wont start. i would try again and again to start the car and nothing happens. so i would jiggle the shifter in the hopes it would start. i would gently jiggle the ignition with the hopes it will start but, nothing. go back inside and grab the code reader and it comes on but shows no problem codes. at that point im so frustrated i stomped back into the house. about 30 to 45 minutes later i go back to the car to try again and it starts. for months after, i have no problems with the car starting. then all the sudden it would start acting up again and wont start and this goes on for about 30 to 40 minutes then it starts right up and again, for months i wont have any problems.
well, a little over a week and 1/2 ago i went to unlock the car with the key fob and i noticed it sounded a bit weak when it unlocked but, didnt think much of it so, i got in the car to head to the store and the car wont start, the battery is dead so i kept trying for a short bit and became frustrated and went inside the house. 30 minutes went by so i went back out to the car and the key fob wouldnt unlock the car so i took out the fob's internal key to open the car and i sat down and closed the door but, then the interior lights on the dash and overhead are flashing haywire. the hazards were flashing in a normal speed but, then started flashing in hyper mode and wouldnt shut off no matter what button i pushed, then the blinkers were flashing super hyper fast, then would stop, then started flashing again, then all dash lights were flashing crazily but, the battery was dead. the locks were going up and down for awhile then stopped. when they stopped they were in the down position(locked) i tryed using the key fob to unlock the car but, it wouldnt work. i also tried using the unlock button on the drivers door and it wouldnt work. i tried using the door handle to open the door and it wouldnt open. so now im stuck inside the car with no way to get out and this went on for a good 20 minutes. I WAS STUCK IN MY CAR FOR 20 MINUTES. and im embarassed to say this but, im going to anyway HOPING you might just understand the SEVERITY of the ELECTRICAL PROBLEMS that the JOURNEY has ...so while trapped in the car...well prior to being trapped inside the car i needed to go pee. not knowing that i would be stuck in there...i figured that i would just hold it and i would go when i went back inside the house but, then i became stuck/ trapped and all the sudden the urge to pee was increasing. as i kept trying to open the door and at this point, the window too. whatever would work, if it would work...i tried but, nothing opened. nothing worked. the urgency to pee is way bad at this point and im increasingly growing afraid that i am going to pee myself cause i just cant hold it any longer. and to my embarassment ...its the worst situation thats happened to me as an adult by no fault of my own, but by someone else's negligence to acknowledge the many, upon many constant, on-going, issues & problems & complaints that are the JOURNEY's NOTORIOUS ELECTRICAL PROBLEMS and in a MULTITUDE of different types of electrical problems being ignored.
p.s. see if you remember reading my health issues above... you'll see "lymphodema". to treat this condition the drs prescribe a water pill to reduce the excess water retention. your legs, feet swell with fluid, due to multiple known and unknown causes and if i dont rid myself of such fluids the i will retain too much fluid that it can get up into my lungs and around my heart causing congestive heart failure for example and while on this medication it will make you pee. and when i say pee- i really mean alot. when that pill kicks in- it really kicks in. the urgency is quick and with hardly any time to spare. even in the relatively short walk it takes to the john... can render only milli-seconds to either making it or not.
and as embarassed as i am... i want to apologize for the graphics with my health. im sure you would of perferred to not have me educate you on such a matter you would of rather not dealt with... hey, hey... i understand but, i too would of rather not of been trapped in my car either and i sincerely hope that you can also understand and appreciate my situation. because if not for any other reason DO THE RIGHT THING AND PLEASE PLEASE RECALL THE CAR!!
I dont have $$$ to keep fixing the same and/ or even new things again and again.

I dont and cant buy myself a new and/ or even another car.
I would like to live as independently as i can, while i can, for as long as i possibly can.
I also would like to think that you are a honorable company that would honor theyre words. because right before i started this email i was on the dodge website and thats where i read your MISSION STATEMENT- as follows...
WE'RE COMMITTED TO YOUR SAFETY
Your safety is our No. 1 priority. Were fully committed to producing a vehicle with long-lasting reliability, and as a result of this commitment to you, we may periodically recall a vehicle to correct a problem or improve overall performance and integrity. Learn more about the commitment of FCA US to remedy any recall-related repairs on your vehicle, including what you can expect every step of the way.

and yes im aware of the very few recalls that were made for some dodge vehicles but, unless youre just sticking your head in the sand or just blatantly turning away and sweeping everything under the carpet....ignoring the thousands of complaints and problems just hoping they eventually dissappear is A SHAME ON YOU ! not everybody has the means to pay repeatively, and needlessly take the car to be fixed yet again and again in order for the repair to be properly documented and needed to process a recall. people just dont have the LUXURY of affording these repairs over and over. you just cant have a blind eye to all the same complaints coming from all these people about their cars, all the while you sit back and do absolutely nothing as if it doesnt exist...especially in this recent covid/ extreme inflation as of current.

if i cant make it to my doctors I WILL SURELY DIE!
the electrical issues everyone is having surpass and are far beyond, the very few recalls that you have made, which i find absurd that there arent more than there is.

Email(s)

Date	06/30/2022	***Subject***	Case Acknowledgement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	06/30/2022 00:40 AM

Hello Bonnie,

Thank you for contacting Dodge Customer Care.

We are dedicated to producing a quality product and we are sorry to hear of the electrical problems you are experiencing with your 2010 Dodge Journey. Your request for buyback or repair cost assistance is understandable; I have reviewed your request and here is what I was able to find.

We work within your state guidelines for buy back requests. Oregon state parameters is within 2 years or 18,000 miles of your vehicle in-service date which is 8/31/2009. Due to your vehicle being outside of these parameters by 11 years we would not be in the position to buy your vehicle back.

Your factory warranty for the issues you are having was for 3 Years or 36,000 Miles, whichever occurs first which expired 8/31/2012. Furthermore, there are no service contracts, recalls or extended warranties on your vehicle that relate to your concern.

Within warranty parameters, we would not hesitate to assume the cost of the repairs. However, after the warranty has expired or if your vehicle does not have any service contracts, extended warranties or recalls that relate to your concerns, charges must then be your responsibility.

If you are having problems with your vehicle you feel deserves attention, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis.

Once there, if the dealership cannot diagnosis or is having issues you are welcome to contact us again and we can review to escalate to a Case Manager for Technical Support.

For your convenience, I have provided contact information for 2 dealerships in your area below. If you would like assistance with scheduling the appointment, please call us at the number below while the dealership is open and the next agent will be happy to help.

Gresham Chrysler Dodge Jeep Ram
855 N.E. Burnside
Gresham, OR 97030-3923
(503) 666-2277

Driveway Chrysler Dodge Jeep Ram of Portland
633 NE 12th Ave
Portland, OR 97232-2720
(503) 731-1400

Thank you again for your email Bonnie. We do value you as a customer, and appreciate that you chose Dodge, please give us a call at 1-800-423-6343 if you have any other questions or concerns.

Best wishes,

Belinda
Dodge Customer Care
ref:_00Dj01qsDF._5003Z1RBweV:ref

New Customer Assistance Inquiry Record (CAIR)#					85994026
VIN	3D4GG57V9[redacted]	Model Year	2009	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	04/21/2023	CAIR Type	Special Investigation	Status	Closed
Close Date	06/26/2023	Origin	Telephone	Reason	
Mileage	124,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer	[redacted]				
[redacted]	[redacted] DR				
	MCFARLAND		WI	[redacted]	USA
Dealer	45688	DEARTH CHRYSLER DODGE JEEP RAM		Dealer Phone	[redacted]
Dealer Address	520-8TH STREET				
	MONROE		WI	53566 1057	USA
Dealer Zone	Mdwest	Sales District		Service District	I
Subject	Fire - Insurance letter				
Synopsis	pl				
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
04/21/2023 02:01 PM	Open
04/22/2023 10:05 AM	Closed
05/02/2023 01:28 PM	Open
05/02/2023 03:40 PM	Closed
06/26/2023 04:05 PM	Open
06/26/2023 05:20 PM	Closed

Initial Description

fire in vehicle due to malfunctioning part

Case Comments

Date	Comment
04/21/2023	***Voice of Customer*** tipm malfunctioned and caused a fire caused customer to pass away in fire 12/9/2022 was when incident happened cx couldnt get out of the vehicle and it caused a fatality. ***ACTIONS TAKEN *** advised caller i have opened a case and to allow 3 business days Recall: dealer:45688 milege:124000 ***next steps*** reassign
04/21/2023	Please confirm there was an injury in addition to the fatality from the incident. If insurance carrier is calling in please update Caller Details with a phone number and email address for insurance representative. We will need to know the COMPLETE name, address, and phone number where the vehicle is located, in order to possibly inspect it. If the Insurance Company has possession they will need to provide location information. TREAD is coded for both a fire and accident - did both occur? What are the details of the accident? Customer Reason Codes 1 & 2 need to be completed on Case. Reassigned Case back to agent for clarification.
05/02/2023	Email reply from Rebecca Flynn with American Family Insurance, dated 5/1/2023: Hello below is the information you requested. 1. The complete address for the location at which the vehicle may be inspected in its damaged state. Police impound 5656 Enchanted View Lane West Port WI 53597 2. A copy of the police/fire department report to this incident. - attached 3. Copies of repair estimates or repair bills. Vehicle was a total loss 4. A copy of the engineering or inspection report you may possess relating to this incident, as well as the photographs. - attached 5. A detailed explanation as to why you feel we have a liability in this matter. police investigation found TIMP malfunctioned locking the vehicle and causing fire in driver compartment. Vehicle was engulfed in flames in less than a minute. 6. The Vehicle Identification Number for the vehicle in question. - 3D4GG57V9[redacted] 7. If building structure damage is involved, an estimate on the level of damages. 8. If an injury is involved, the theory and level of damages you allege. Death. Occupant was locked in vehicle and unable to escape due to fire/smoke and locks malfunctioning due to TIMP. Rebecca Flynn | Claim Adjuster - Auto Investigation AFICS Inc. on behalf of (American Family Insurance, MSA, Connect, Homesite, Mdvale) Rebecca.Flynn@afics.com (608)722-3378 Office Hours: M-F 8am-4pm CST **** Documents and pictures included in email attached to Case.
05/02/2023	Vehicle Location: Police Impound Lot 5656 Enchanted View Lane West Port, WI 53597 Insurance Contact: Rebecca Flynn - Claims Adjuster 608-722-3378 Rebecca.Flynn@afics.com Per OGC Matrix, reassigned to CCRG for their review and handling.
05/02/2023	Open PL file as 1/23/23 Update case manager.
06/26/2023	Letter received from American Family Insurance, dated 6/14/23. Vanessa Swain 608-722-2570 Vanessa.Swain@afics.com Claim Number: 01-005-549221 DOL: 12/9/2022 Policyholder: Mary Frahm American Family Insurance is seeking recovery of the Medical Expense benefits paid to policy holder in the amount of $7,500.00. Per OGC Matrix, reassigned to CCRG for their review and handling.
06/26/2023	Updated Product Liability Case Manager

AMERICAN FAMILY INSURANCE
Insure carefully, dream fearlessly.
6000 AMERICAN PARKWAY
MADISON, WI 53783-0001

Underwritten By:
American Family Insurance Company
Tel: 1-800-MY AMFAM (1-800-692-6326)
Fax: 1-866-935-2858

Claim Number: [redacted]
Date Of Loss: 12/09/2022
Policy Number:
Policyholder: [redacted]

DODGE
PO BOX 218004
AUBURN HILLS, MI 48321-8004

RECEIVED
APR 28 REC'D
Special Inves... .IS

April 21, 2023

Dear Dodge,

This correspondence contains important information regarding your claim. Please review and respond accordingly.

Our investigation indicates you may be responsible for the damages incurred by our customer due to the incident that occurred on the above referenced date of loss. We anticipate making payments to our insured. Once payment is made, we intend to seek reimbursement from you or your insurance carrier.

If you have liability insurance that covers these damages, please share this letter with your insurance company. Additionally, please fill out the attached form and return it to our Subrogation Department in the envelope provided.

If you do not have liability insurance, you will be personally responsible for repaying the entire amount. Please notify us if your insurance does not cover these charges, or if you are uninsured, to set up a repayment plan.

Please respond to us as soon as possible. If we do not hear from you within 14 days upon receipt of this letter, we will take the necessary steps, including legal action, to recover our damages.

As the representative for this claim, I am here to assist you with any questions you may have. Please use the contact information listed below to reach me. Thank you.

Sincerely,

[redacted]

Rebecca Flynn
Claim Adjuster II
AFICS on behalf of American Family Insurance Company
Rebecca.Flynn@afics.com
Phone: 1-608-722-3378 | Fax: 1-866-935-2858
Mail: 6000 American Parkway, Madison, WI 53783-0001

0000 00020003 001389 0000

Claim Number: [redacted]
American Family Insurance Company

INSURANCE INFORMATION FORM

American Family Insurance Company
ATTN: Rebecca Flynn
6000 AMERICAN PARKWAY
MADISON WI 53783-0001

Date of Loss: 12/09/2022

American Family Insurance Company Claim Number: [redacted]

American Family Insurance Company Insured's Name: [redacted]

My Name: _____

Name of My Insurance Company: _____

Address: _____

Phone Number: _____

My Policy Number is: _____

Insured Name on My Policy: _____

My Agent's Name: _____

Address: _____

Phone Number: _____

I have reported this loss to My Insurance Company. Yes ☐ No ☐

Check Here ☐ if you do not have a liability insurance policy.

_____ _____
Signature Date

_____
Printed Name

4000 00030003 001389 0000

AMERICAN FAMILY INSURANCE
Insure carefully, dream fearlessly.
6000 AMERICAN PARKWAY
MADISON, WI 53783-0001

001389FC6500M01031120411 Q03A 201

DODGE
PO BOX 218004
AUBURN HILLS, MI 48321-8004

8200 00010003 001389 0000

Detach on perforation and return the stub

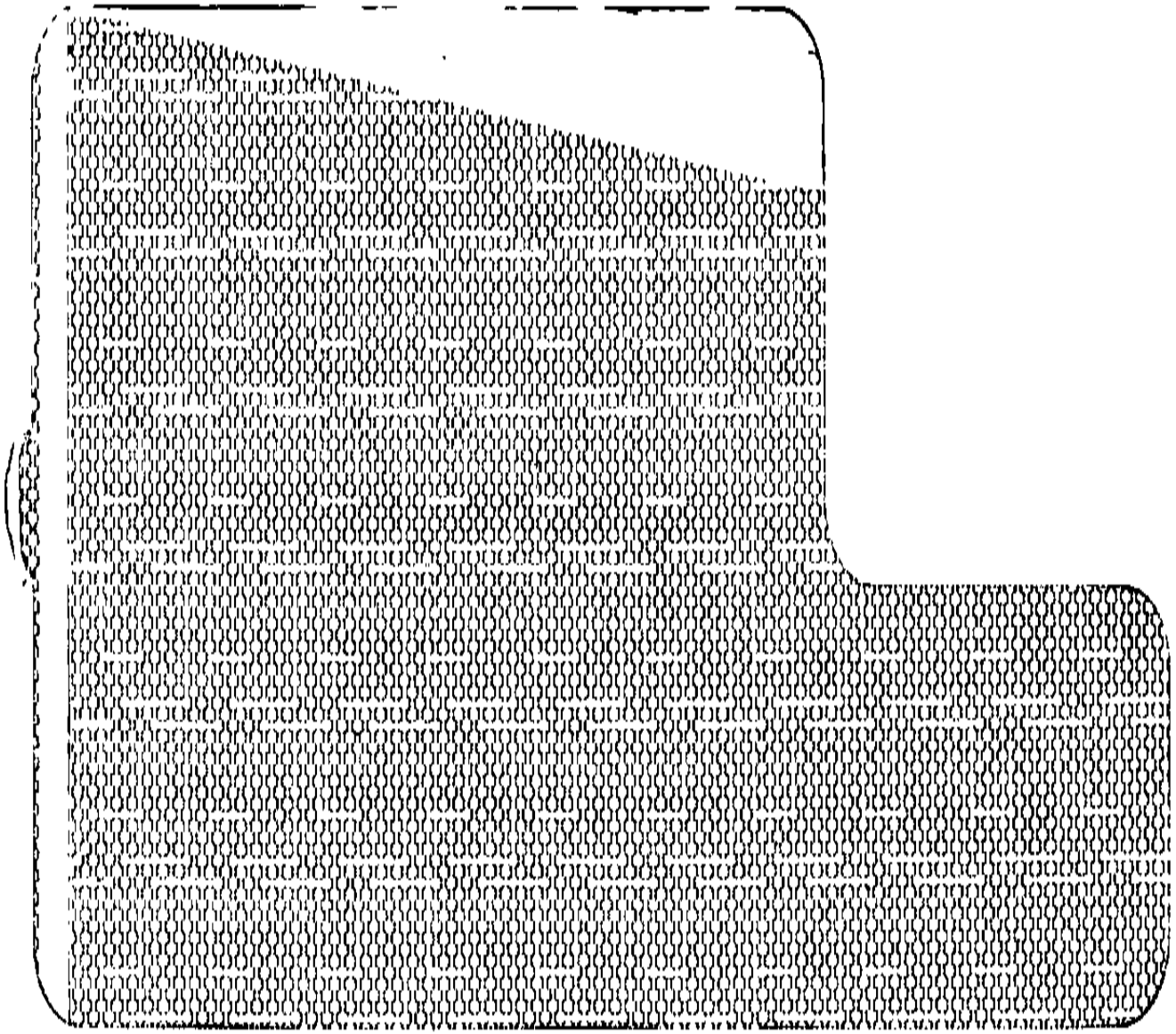
Important Information Regarding Your Claim

Business Reply Slip

Please detach and return with your correspondence.
Remember to make sure the address shows through the window.

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 26-105 MADISON, WI
POSTAGE WILL BE PAID BY ADDRESSEE

AMERICAN FAMILY INSURANCE
6000 AMERICAN PARKWAY
MADISON, WI 53791-9815



FIRST-CLASS MAIL
PRESORTED
U.S. POSTAGE PAID
MADISON, WI
PERMIT NO. 2896

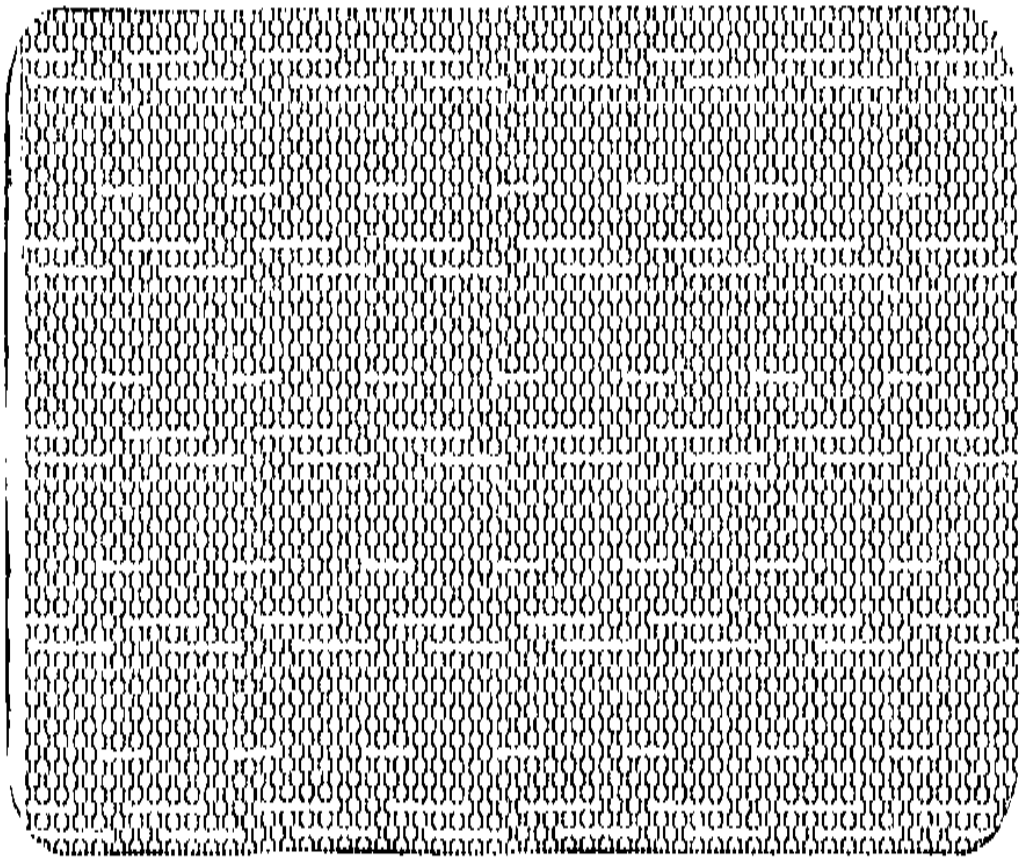
023 DIW-SP1 48321

NAME

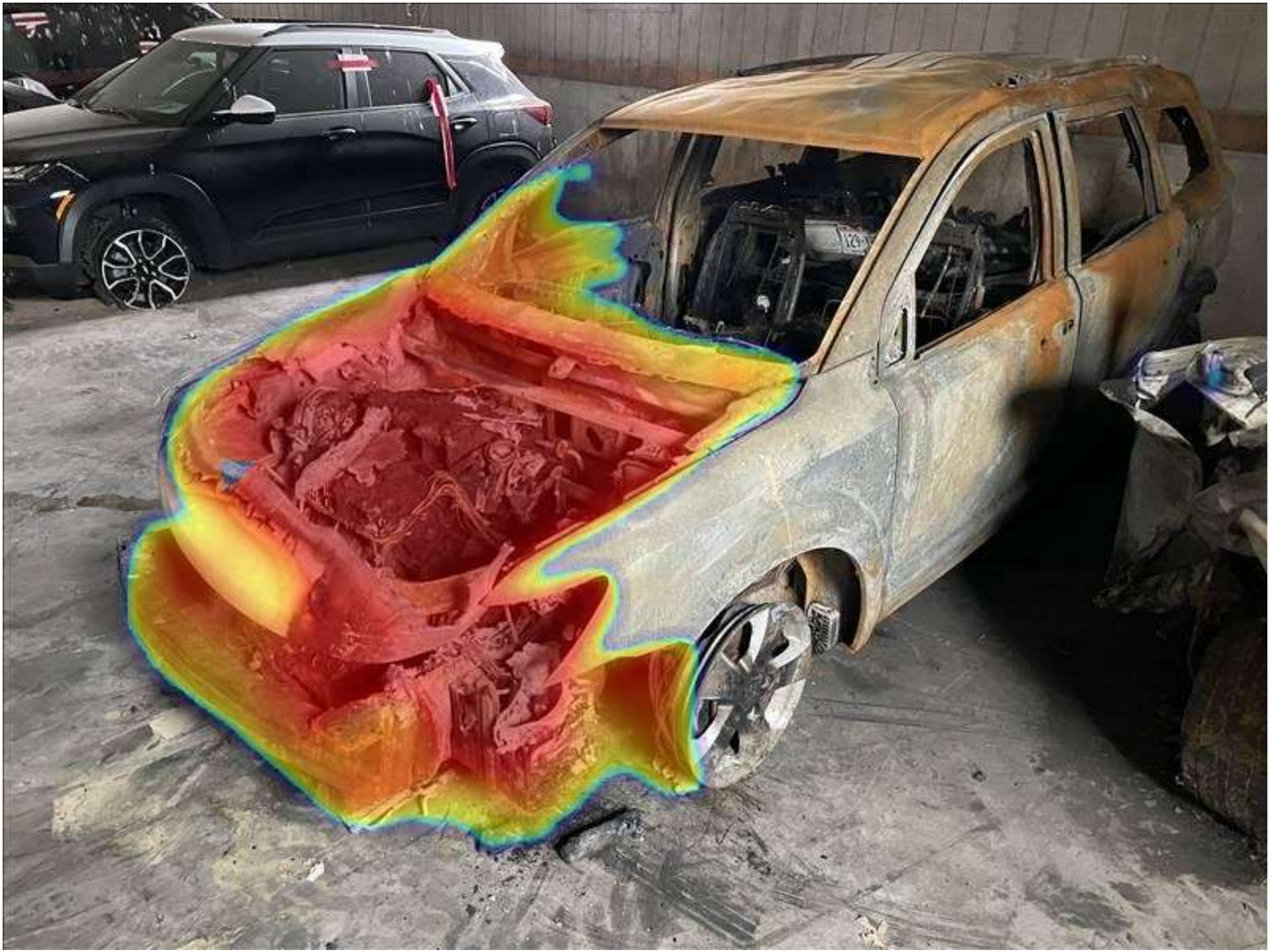
ADDRESS

CITY

STATE ZIP CODE



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES













AMERICAN FAMILY INSURANCE
Insure carefully, dream fearlessly.

6000 AMERICAN PARKWAY
MADISON, WI 53783-0001

Underwritten By:
American Family Insurance Company
Tel: 1-800-MY AMFAM (1-800-692-6326)
Fax: 1-866-935-2858

Claim Number: [redacted]
Date Of Loss: 12/09/2022
Policy Number: [redacted]
Policyholder: [redacted]

[redacted]
MC FARLAND, WI [redacted]

January 13, 2023

Dear [redacted]

This correspondence contains important information regarding [redacted] Vehicle claim. Please review and respond accordingly.

Regarding **Year:** 2009 **Make:** Dodge Truck **Model:** Journey 4d 2wd **VIN:** 3D4GG57V99T[redacted] **Mileage:** 124,415

This notice serves as confirmation the 2009 Dodge Truck Journey 4d 2wd has been deemed a total loss by American Family Insurance Company due to the events on the above referenced date of loss. The cause of loss for this vehicle was Fire.

These values represent for when American Family Insurance Company retains the vehicle.

- At the time of loss, the Actual Cash Value (ACV) of your vehicle was $5,607.00
- We added sales tax of $308.39.
- We added license/title fees totaling $164.50.
- We applied your deductible of $500.00.
- **The final net payment for this vehicle will be $5,579.89.**

A check has been issued the estate of [redacted]

We are committed to providing excellent customer service and are here to assist you. Please contact us with any questions you may have.

Sincerely,

[redacted]

Brian Stouffer
Claim Senior Adjuster
AFICS on behalf of American Family Insurance Company
Brian.Stouffer@afics.com
Phone: 1-608-722-2297 | Fax: 1-866-935-2858
Mail: 6000 American Parkway, Madison, WI 53783-0001

Did you know you can file a claim and check your claim's status on our mobile app and in MyAccount? Go to www.myamfam.com to download the MyAmFam mobile app or log in.

Total Loss Frequently Asked Questions (FAQ)

Based on the estimate that has been completed on your vehicle, the vehicle has been deemed to be a total loss. Your total loss adjuster is here to assist you with the total loss process and below, you will find answers to some frequently asked questions.

1. What is a total loss?

A vehicle is considered a total loss if the vehicle cannot safely be repaired, the cost to repair exceeds the state's threshold to repair, or the cost to repair the vehicle, along with associated cost such as rental, towing, and storage, equal or exceed the value of the vehicle at the time of the loss.

2. How is the value of my vehicle determined?

A market search will look at comparable vehicles in your local market area and what those vehicles are selling for. It also takes into consideration your vehicle's condition, mileage, options and any prior damage. A copy of this evaluation will be provided along with your settlement letter.

3. What are the next steps once my vehicle is deemed a total loss?

Once your vehicle has been inspected, a total loss adjuster will contact you to go over the value of the vehicle and the total loss process. If your vehicle has not already been moved to the salvage yard, we will need you to clean out all your personal belongings, including any paperwork, and advise your adjuster that the vehicle is ready to be picked up. In some states, you may also need to remove your license plate(s). If your vehicle is located at a tow yard or body shop, be sure to advise them that **American Family Insurance Company** has permission to pick up your vehicle.

The vehicle title, being in your name, is required to resolve your total loss. Separate from the evaluation and offer letter, you will receive a total loss packet from the title department, via mail or email, advising of the paperwork that needs to be completed and sent in to conclude your total loss.

4. Will the total loss vehicle be automatically removed from my policy?

If you are insured with American Family Insurance Company, your vehicle being deemed a total loss will not automatically remove the vehicle from the policy. You can contact policy services at 1-800-MY AMFAM (1-800-692-6326) or visit AmFam.com at your earliest convenience to replace the vehicle on your policy. You can also make changes to your policy utilizing American Family Insurance Company's Mobile App.

If you are not insured with American Family Insurance Company, please contact your own carrier once payment has been issued and advise them that your vehicle has been deemed a total loss.

5. What if I still owe money on my vehicle?

If you are currently making payments on your vehicle, we will need to obtain the name, phone number, and account number for the lienholder where you make your payments. In states where the lienholder keeps the title, a power of attorney form will be sent to you to complete and return for the title transfer process. If you have the title to your vehicle, the vehicle title will be required to resolve your total loss.

6. What if I want to retain my vehicle after it has been deemed a total loss?

Each state has its own laws and regulations to determine if you are able to keep a vehicle once it has been deemed a total loss. A salvage value may also be deducted from the settlement. If you are still making payments on your vehicle, the loan company will need to be involved in this process. Please contact your total loss adjuster for additional information specific to your claim.

7. Can I get a rental vehicle?

For those that are insured with American Family Insurance Company, a rental will be afforded based on the coverages purchased and displayed on your Declarations Page. To keep your rental covered during the processing of your claim, your policymust remain active.

If you are not insured with American Family Insurance Company, you are eligible for a rental vehicle for a reasonable amount of time once coverage and liability are in order.

If a rental is provided as part of your claim, the total loss adjuster will advise you of the rental last day. Rental last days are determined based on reasonable claims expectations and state laws and regulations.

8. How long with the total loss process take?

We work diligently to resolve your total loss claim as quickly as possible. The faster we are able to get any requested information and the correctly completed total loss paperwork from you and, if applicable, your lienholder, the faster we are able to issue payment.

9. What is the quickest way to get my claim paid?

Any funds not being sent to the lienholder are eligible to be disbursed via various electronic funds transfer (EFT) methods. To set up your claim for EFT, you will need to give consent for email communication prior to the payment being issued. Once payment has been issued, you will receive an email communication prompting you to log into a secure website and select your preferred EFT method. Contact your Total Loss Adjuster to update your email consent. Paper checks are also an available form of payment and are delivered through standard mail.

AMERICAN FAMILY INSURANCE
Insure carefully, dream fearlessly.
6000 AMERICAN PARKWAY
MADISON, WI 53783-0001

Underwritten By:
American Family Insurance Company
Tel: 1-800-MY AMFAM (1-800-692-6326)
Fax: 1-866-935-2858

000771FC6500M01031651714 Q03A 001

[redacted]
AUBURN HILLS, MI [redacted]

Claim Number:
Date Of Loss:
Policy Number:
Policyholder: [redacted]

RECEIVED
JUN 26 REC'D
Special Investigations

June 14, 2023

Your Insured Name: Dodge
Your Claim Number [redacted] Case Number: [redacted]

Dear Dodge,

This correspondence is regarding the claim for Mary Frahm.

Our investigation into the loss on the above referenced date of loss determined that your insured was the party at fault. We are pursuing recovery of the Medical Expense benefits paid to, or on behalf of, Mary Frahm as a result of the above mentioned loss. **We therefore request that you do not proceed with any settlement or agreement without first determining the status of our interests.**

We are seeking reimbursement from you in the amount of $7500.00. Supporting documentation is enclosed for your review.

Please forward payment to the address listed below.

American Family Insurance Company
Attn: Claim Number [redacted]
6000 American Parkway
Madison, WI 53783-0001

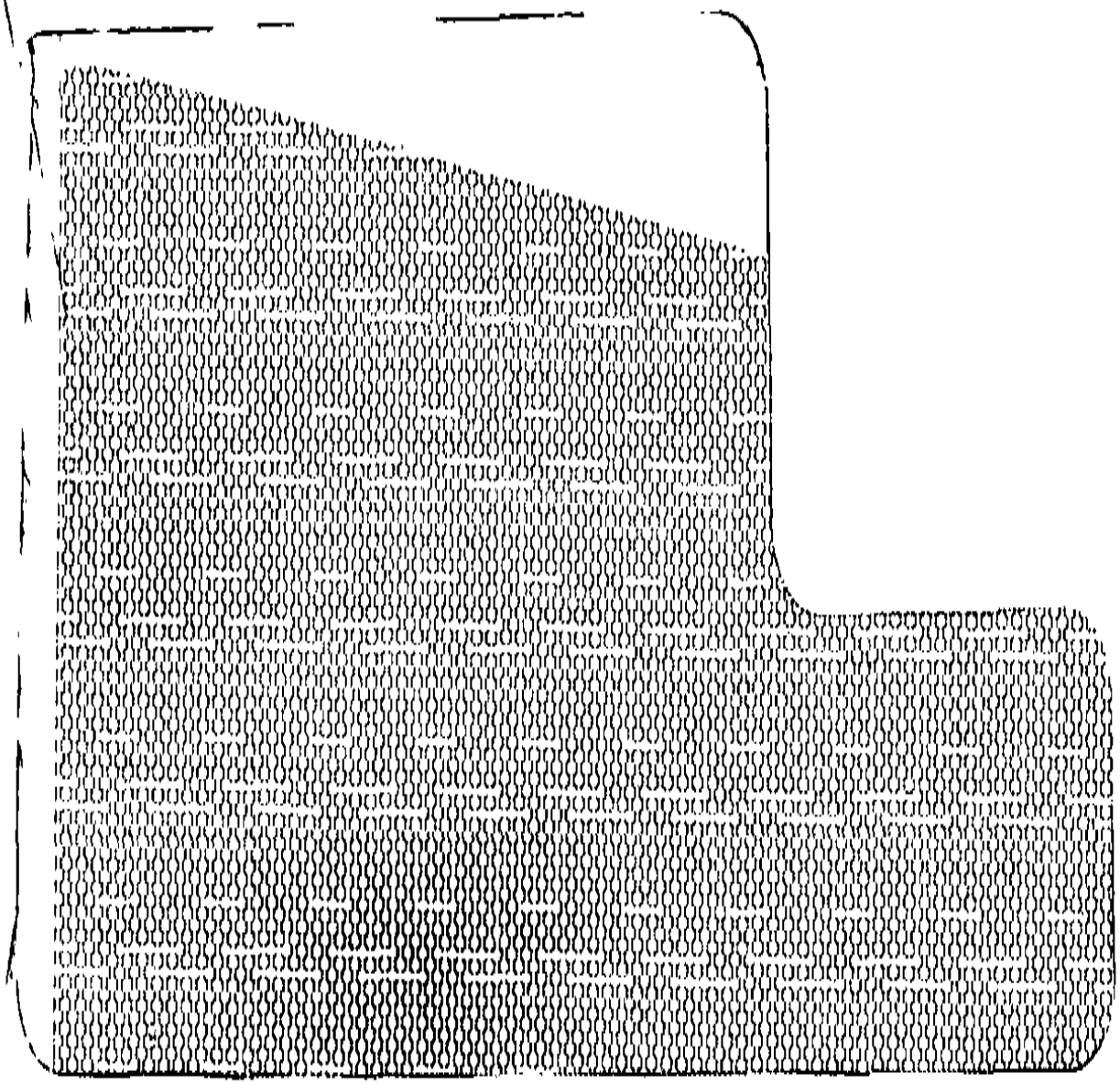
Please contact us if you have any questions about this claim. We are glad to help.

Sincerely,

[redacted]

Vanessa Swain
Claim Adjuster II
AFICS on behalf of American Family Insurance Company
Vanessa.Swain@afics.com
Phone: 1-608-722-2570 | Fax: 1-866-935-2858
Mail: 6000 American Parkway, Madison, WI 53783-0001

C000 00010001 000771 0000



FIRST-CLASS MAIL
PRESORTED
U.S. POSTAGE PAID
MADISON, WI
PERMIT NO. 2896

023 EIW-SP1 48321

LexisNexis®
RISK SOLUTIONS

For Customer Support refer to the appropriate platform below:

Police Records Retrieval
800-934-9698
PoliceRecords.support@lexisnexisrisk.com

Accurint for Insurance
866-277-8407
Accurint.support@lexisnexisrisk.com

For tips on ordering visit:
statetips.lexisnexisrisk.com

PAGE COUNT: 63

CLIENT: 6930
DIVISION:
ADJUSTER:
CLAIM:

TRANSACTION #:
DATE: 2023-04-06 12:44:50.0

DATE OF LOSS: 12/09/2022 TIME OF LOSS: 11:30:0
STREET:
CITY:
COUNTY:
STATE:

INVESTIGATING AGENCY: DANE CO SO
REPORT NUMBER:
REPORT TYPE: FIRECAR
PARTY1:
PARTY2:
PARTY3:

CAR: JOURNEY 4D 2WD MAKE: DODGE TRUCK YEAR: 2009
TAG:

ADDITIONAL INFO:

NOTE:

THANK YOU FOR YOUR ORDER!

Record Tracking Report

3/23/2023

Invoice Id:	[redacted]	**Invoice No:**	[redacted]	**Fee Status:**	Full Rate
Received By:	Cooper, Celestine	**Date Complete:**		**Total Invoice:**	$0.00
Date Received:	3/23/2023	**Date Delivered:**		**Postage:**	$0.00
How Received:	Fax	**How Delivered:**		**Refund Amount:**	$0.00
Requested By:		**Email**	cru.incoming@lexisnexisrisk.c		
Address:	Lexis Nexis P O Box 740167 Atlanta GA 30374-0167				USIS Case Ite
Phone:	(800)934-9698	**Fax:**	(800)934-6449	**Case Number:**	[redacted]
Comments:	DPPA				

3/28/2023 - [redacted] supp Lexis Nexis2? CC

3/28/23-Ok to release with letter. BAH

3/31/2023 - mailed. CC

[EXTERNAL]RE: Claim Number: 01-005-549221 Mary Frahm Our File [redacted]

To: Chryslersi - BFCHRYS21 <chryslersi@stellantis.com>

2 attachments (3 MB)
Police 1.pdf; 01005549221.zip;

EXTERNAL: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello below is the information you requested.

1. The complete address for the location at which the vehicle may be inspected in its damaged state. – Police impound [redacted]
2. A copy of the police/fire department report to this incident. - attached
3. Copies of repair estimates or repair bills. – Vehicle was a total loss
4. A copy of the engineering or inspection report you may possess relating to this incident, as well as the photographs. - attached
5. A detailed explanation as to why you feel we have a liability in this matter. – police investigation found TIMP malfunctioned locking the vehicle and causing fire in driver compartment. Vehicle was engulfed in flames in less than a minute.
6. The Vehicle Identification Number for the vehicle in question. - 3D4GG57V9[redacted]
7. If building structure damage is involved, an estimate on the level of damages.
8. If an injury is involved, the theory and level of damages you allege. – Death. Occupant was locked in vehicle and unable to escape due to fire/smoke and locks malfunctioning due to TIMP.

Rebecca Flynn | Claim Adjuster- Auto Investigation
AFICS Inc. on behalf of (American Family Insurance, MSA, Connect, Homesite, Midvale)
Rebecca.Flynn@afics.com
(608)722-3378 Office Hours: M-F 8am-4pm CST
6000 American Parkway, Madison WI 53783-0001

From: Chryslersi <chryslersi@stellantis.com>
Sent: Friday, April 28, 2023 2:10 PM
To: Flynn, Rebecca L <Rebecca.Flynn@afics.com>
Subject: Claim Number[redacted]

Good Afternoon,

We are in receipt of your letter dated April 21, 2023, in order for us to properly evaluate your claim, we require the following information:

1. The complete address for the location at which the vehicle may be inspected in its damaged state.
2. A copy of the police/fire department report to this incident.
3. Copies of repair estimates or repair bills.
4. A copy of the engineering or inspection report you may possess relating to this incident, as well as the photographs.

5. A detailed explanation as to why you feel we have a liability in this matter.

6. The Vehicle Identification Number for the vehicle in question.

7. If building structure damage is involved, an estimate on the level of damages.

8. If an injury is involved, the theory and level of damages you allege.

Regards,
Special Investigations







