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

New Customer Assistance Inquiry Record (CAIR)#					
VIN	3D4GG57V69T	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		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	JENNINGS	Caller Country	USA	Caller Postal Code	
Customer					
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)# [redacted]

VIN	3D4PG5FV3AT[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 Code**	[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 [redacted] 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, [redacted] 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

Date	Comment
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)#					
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 : 3D4PG5FVX[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 (1Z0A047F0291364709) 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)# [redacted]

VIN	3D4GG57V[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	[redacted]	**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	[redacted]
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.

Date	Comment
10/06/2011	CONTACT UPDATE - 1st Contact attempt, phone number dialed, 601-832-9076. Writer contacted customer on behalf of there concerns, customer was unavailable Left Message. [redacted] 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 [redacted] 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-[redacted] 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-601-832-9076 Left Message.
10/11/2011	DEALER CONTACT-[redacted] 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.
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	[redacted] calling for [redacted] 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 [redacted] equesting 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. Writer submitted a call back form to [redacted]
10/11/2011	Supervisor call approved by [redacted] delivered supervisor form to [redacted]
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-[redacted] Writer contacted customer to see what happened with the case while writer was out of the office. Customer was unavailable Left Message with extension [redacted]
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	[redacted]
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 [redacted]
10/21/2011	CUSTOMER CONTACT [redacted] 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.

Date	Comment
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 [redacted]
11/02/2011	[redacted]
11/02/2011	[redacted]
11/02/2011	CUSTOMER CONTACT [redacted] 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- [redacted] iter 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	[redacted] called to speak with the case manager. Writer transferred the customer to ext 66104.
11/02/2011	[redacted]
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	[redacted]
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)# [redacted]

VIN	3D4PG5FV2AT[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 Code**	[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 [redacted] 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 [redacted]ell Please call after one pm Preferred Afternoon/Evening call back number is [redacted]stomer 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? [redacted] 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

Date	Comment
10/10/2011	[redacted]
10/11/2011	Reassigned to I2R for follow-up.
10/13/2011	[redacted]
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
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)# [redacted]

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	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 [redacted] ****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)# [redacted]

VIN	3D4PH1FG5B[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				**Source**	Customer
Caller City	PEARL RIVER	**Caller Country**	USA	**Caller Postal Code**	[redacted]

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)# [redacted]

VIN	3C4PDCAB0C[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	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	SOUTH WEYMOUTH	**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	[redacted]

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

VIN	3D4GG57V79T[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	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	1895 DEER RUN LN			**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	[redacted]
06/25/2012	[redacted]
06/26/2012	[redacted]
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.

Date	Comment
06/29/2012	[redacted]
07/03/2012	[redacted]
07/03/2012	CLOSED LOOP UPDATE - no need for additional follow-up.

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

VIN	3D4PG5FVXAT[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	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	[redacted]	**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	[redacted]
08/28/2012	[redacted]
08/28/2012	[redacted]
08/28/2012	[redacted]
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

Date	Comment
08/29/2012	[redacted]
09/01/2012	[redacted]
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
09/05/2012	[redacted]
09/05/2012	[redacted]
09/06/2012	[redacted]
09/07/2012	[redacted]
09/07/2012	[redacted]
09/07/2012	[redacted]
09/10/2012	[redacted]

Date	Comment
09/12/2012	[redacted]
09/15/2012	[redacted]
09/17/2012	[redacted]
09/19/2012	[redacted]
09/20/2012	[redacted]
09/20/2012	[redacted]
09/21/2012	[redacted]
09/21/2012	[redacted]
09/21/2012	[redacted]
09/26/2012	[redacted]
09/28/2012	[redacted]
10/02/2012	[redacted]
10/02/2012	[redacted]
10/02/2012	[redacted]
10/02/2012	[redacted]
10/02/2012	[redacted]
10/03/2012	[redacted]
10/04/2012	[redacted]
10/05/2012	[redacted]
10/05/2012	[redacted]
10/08/2012	[redacted]
10/08/2012	[redacted]
10/08/2012	[redacted]
10/09/2012	[redacted]
10/09/2012	[redacted]

Date	Comment
11/15/2012	[redacted]
11/15/2012	[redacted]
11/15/2012	[redacted]

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

VIN	3D4PG5FV6AT[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	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	MEADVILLE	**Caller Country**	USA	**Caller Postal Code**	16335-1328

Customer	[redacted]
Customer Address	

Dealer	09861	GRIFFIN MOTORS COMPANY		**Dealer Phone**	8143362161
Dealer Address	11031 PERRY HIGHWAY				
	MEADVILLE		PA	16335 6576	USA
Dealer Zone	Mid 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	[redacted]
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)# [redacted]

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	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	FRIENDSWOOD	**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	[redacted]
12/15/2012	[redacted]

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

VIN	3D4PG5FV0AT[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**	[redacted]

Customer	[redacted]
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	[redacted]
01/11/2013	
01/12/2013	
01/12/2013	

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

VIN	3C4PDCAB8D[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	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	CHICAGO	**Caller Country**	USA	**Caller Postal Code**	60626-1107

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	
05/03/2013	
05/06/2013	

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

VIN	3D4GH57V79T[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	[redacted]			**Source**	Customer
Caller City	CONVOY	**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	[redacted]
05/09/2013	[redacted]

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

VIN	3D4PG5FV6AT[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	170 CLAREMONT BLVD			**Source**	Customer
Caller City	CLAREMONT	**Caller Country**	USA	**Caller Postal Code**	91711-5014

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)# [redacted]

VIN	3D4GG57V49T[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**	[redacted]

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*****

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

VIN	3D4PG5FVXAT[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**	[redacted]

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	[redacted] 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.

Date	Comment
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, 6024819364, 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	[redacted]
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 [redacted]
03/21/2014	[redacted]
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: Mastercard slip[redacted]ate of Repair: March 05, 2014 Invoice #: [redacted] 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.
03/24/2014	address matches
03/24/2014	********** Check submitted **********

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

VIN	3D4GG57V39T[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	[redacted]
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)# [redacted]

VIN	3D4GG57V49T[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**	[redacted]

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.

Date	Comment
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 CM's 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.
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	[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	[redacted]
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	[redacted]
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 ****** [redacted]
08/02/2014	***** Customer Document Received *****

Date	Comment
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	[redacted]
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

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

VIN	3D4PG5FV9AT[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	[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,CM Manager 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 SM Dan. 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 SM Dan 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	[redacted]
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 SM and 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.

Date	Comment
09/18/2014	Writer attempted to contact dealer Service Manager (SM), however, SM not 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. ASM also 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	CM attempted to contact customer, however, customer was not available. CM left 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 CM is able to reimburse to the customer at this time. CM will 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	CM contacted the customer and they will accept the $500.00 reimbursement that the CM supervisor approved on. CM will make sure that everything needed for reimbursement is ready and will cut the check for the customer.
09/29/2014	[redacted]
09/29/2014	[redacted]
10/01/2014	[redacted]
10/04/2014	****** Below Customer Contacted for Documentation Reques[redacted]
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.

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

VIN	3C4PDCAB5CT[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 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	[redacted]
Caller City	PLANT CITY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
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)# [redacted]

VIN	3C4PDCAB0FT[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

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

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	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	[redacted]	**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	[redacted]
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

Date	Comment
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)# [redacted]

VIN	3D4PG5FV2AT[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	[redacted] replaced.
07/12/2016	[redacted]
07/12/2016	Vehicle is at the dealership - SOUTHFIELD CHRYSLER [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	[redacted] 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.

Date	Comment
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	[redacted]
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	[redacted]
09/20/2016	[redacted]
09/20/2016	Reassigned to 860 - a new 88 CAIR has been opened and this CAIR needs to be closed.
09/20/2016	[redacted]
09/22/2016	Reassigned to 860 ? a new 88 CAIR has been opened and this CAIR needs to be closed.

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

VIN	3C4PDCGB3FT[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.

Date	Comment
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 [redacted]
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	[redacted]
09/06/2016	[redacted]
09/06/2016	[redacted]
09/06/2016	[redacted]
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	[redacted]
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	[redacted]
09/12/2016	[redacted]
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]
09/12/2016	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted]
09/14/2016	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted]
09/15/2016	[redacted]
09/16/2016	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] OR 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] OR INFORMATION
09/28/2016	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] OR 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 Chelsea, request call back in 15 minutes, advised would return call today. :
10/04/2016	[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 Chelsea [redacted] o return call to CM. :

Date	Comment
10/11/2016	[redacted]

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

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	10/14/2016	**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**	[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	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	INCIDENT# 161014-000352 --- Hi, my name is Jeff. How may I help you? 03:31:20 PM [00:00:00] Jeff says: 03:33:35 PM [00:02:15] How may I assist you? Robert Drillingterr says: 03:34:01 PM [00:02:41] My rear doors will not open from the inside Jeff says: 03:34:19 PM [00:02:59] I am sorry to hear of this concern. What I would need to do is get you over to a member of our Customer Care Team for further assistance. Would you mind holding while I connect you? 'Robert Drillingterr' disconnected ('Concluded by End-user'). 03:35:11 PM [00:03:51
10/14/2016	Reassigned MP1021 - Bypass - No Response

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

VIN	3C4PDDBGXGT101922	**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	[redacted]	**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	[redacted]
10/19/2016	reassign jm2545 survey bypass no diagnosis

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

VIN	3D4PH5FV8AT[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				**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)# [redacted]

VIN	3D4PH5FV8AT[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	Owner Contact				
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	[redacted]
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.

Date	Comment
10/18/2018	1. The reason for the customer's call (Customer states...) That he will like to speak to [redacted] 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 [redacted]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 [redacted] 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: [redacted]
Subject: Horn intermittent sounding [ref:_00Dj01qsDF._500f1kyaFs:ref]

TIPM
ref:_00Dj01qsDF._500f1kyaFs:ref

Date	10/15/2018	***Subject***	Re: case number [redacted] update [ref:_00Dj01qsDF._500f1kyaFs:ref]		
From	[redacted]	***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 any time 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 [redacted] On Tuesday 10/16/18, I will be out of town so please only contact my cell phon [redacted] Thanks

[redacted]

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

[redacted]

Judge Dean Pregerson

Center for Auto Safety (CAS)

[redacted]

[redacted]

TIPM Settlement .com

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

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

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

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

[redacted]com
would appreciate some feedback if nothing 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.

[redacted]

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

[redacted]

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

[redacted]

[redacted]

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 [redacted]

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)# [redacted]

VIN	3D4GG57V99T[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	MARY FRAHM				
Customer Address	3498 ORVOLD PARK DR				
	MCFARLAND		WI	535589770984	USA

Dealer	45688	DEARTH CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6083253181
Dealer Address	520-8TH STREET				
	MONROE		WI	53566 1057	USA
Dealer Zone	Midwest	**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	[redacted]
05/02/2023	[redacted]
05/02/2023	Open PL file as 1/23/23 Update case manager.

Date	Comment
06/26/2023	[redacted]
06/26/2023	Updated Product Liability Case Manager

Customer Promoter Score Report

VIN	3D4PG4FB7AT[redacted]	***Model Year***	2010	***Body***	JCDH49	DODGE JOURNEY SE (LHD/FWD)	
Built Date	07/09/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				***Serial #***	1160020653
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION				***Serial #***	K1670B6484
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report #	[redacted]	***System Key***	192137251	***Report Version***	1	***Event***	004 - 1st Warranty Visit
Open Date	07/28/2011	***Close Date***	08/06/2011	***Narrative Date***	08/08/2011	***Mileage***	0
MDH	070917	***Sold Date***	10/05/2010	***Built Date***	07/09/2010		

Dealer	44956	RIVERLAND CHRYSLER DODGE JEEP			
Dealer Address	601 BELLE TERRE BLVD				
Dealer City	LAPLACE	***State***	LA	***Zip***	700681726

Q1. How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2. Please rate your satisfaction with your JOURNEY SE (LHD/FWD) on a scale of 0 to 10.
Score: 08 (Neutral)

Q3. Please rate your satisfaction with your experience at RIVERLAND CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 05 (Detractor)
017 : Quality of service work performed
992 : Safety/Legal

Basically, I had to bring the car in for a recall that was on the passenger side door. Brought it in. That was taken care of as far as I was concerned. Then someone tried to get in and out of one of those doors and now it will not open. So I'll have to go back, make an appointment to have them to fix that.

Q14. Do you want someone from Chrysler LLC to contact you?
02 - No
001 : Legal

[redacted]

Customer Promoter Score Report

VIN	3D4PG5FVXAT[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/05/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9210000700
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2070D2292
Color	PW1	STONE WHITE CLEAR COAT					

Report #	[redacted]	***System Key***	[redacted]	***Report Version***	1	***Event***	004 - 1st Warranty Visit
Open Date	09/01/2011	***Close Date***	09/01/2011	***Narrative Date***	09/02/2011	***Mileage***	0
MDH	080514	***Sold Date***	08/31/2010	***Built Date***	08/05/2010		

Dealer	57081	GALEANA'S VAN DYKE DODGE			
Dealer Address	28400 VAN DYKE AVENUE				
Dealer City	WARREN	***State***	MI	***Zip***	480937133

Q1. How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2. Please rate your satisfaction with your JOURNEY SXT (LHD/FWD) on a scale of 0 to 10.
Score: 07 (Neutral)

Q3. Please rate your satisfaction with your experience at GALEANA'S VAN DYKE DODGE on a scale of 0 to 10.
Score: 02 (Detractor)
017 : Quality of service work performed
024 : Parts not in stock

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.

Q14. Do you want someone from Chrysler LLC to contact you?
01 - Yes
002 : Dealer

SURVEY COMPLETED 2011-09-01 18:19:20, CUSTOMER ID:014385558, RO:00284217, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Promoter Score Report

VIN	3D4PG1FG9BT[redacted]	***Model Year***	2011	***Body***	JCDE49	DODGE JOURNEY MAINSTREET (FWD)	
Built Date	12/09/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	[redacted]
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	[redacted]
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report #	[redacted]	***System Key***	205669817	***Report Version***	1	***Event***	003 - 1st Service customer pay
Open Date	03/29/2012	***Close Date***	04/04/2012	***Narrative Date***	04/05/2012	***Mileage***	0
MDH	[redacted]	***Sold Date***	07/11/2011	***Built Date***	12/09/2010		

Dealer	42125	LUSTINE CHRYSLER JEEP DODGE			
Dealer Address	14211 JEFFERSON DAVIS HWY				
Dealer City	WOODBRIDGE	***State***	VA	***Zip***	221912108

Q1. How willing are you to recommend DODGE to a friend or colleague?
Score: 03 (Detractor)
007 : Negative experience / problems with CURRENT vehicle

I had the truck for nine months. I bought it brand new. Within nine months it needed brakes and rotors. My paint was fading. My back doors had been stuck where people couldn't get in and out. The clamps broke in my bumper, all within a nine month period. The brakes and rotors they told me I would have to pay for them.

Q2. Please rate your satisfaction with your [redacted] FWD) on a scale of 0 to 10.
Score: 05 (Detractor)
P17 : Numerous non-specific problems / already have problems

Being nine months old and having all those issues already is ridiculous, considering I bought it brand new.

Q3. Please rate your satisfaction with your experience at LUSTINE CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q14. Do you want someone from Chrysler LLC to contact you?
02 - No
003 : Non-Legal/Non-Dealer

[redacted]

Customer Promoter Score Report

VIN	3C4PDCBG8C[redacted]	***Model Year***	2012	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	10/10/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	[redacted]
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	[redacted]
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report #	[redacted]	***System Key***	210420212	***Report Version***	1	***Event***	002 - 90 Days Ownership
Open Date	06/11/2012	***Close Date***	06/20/2012	***Narrative Date***	06/21/2012	***Mileage***	0
MDH	101019	***Sold Date***	03/13/2012	***Built Date***	10/10/2011		

Dealer	45476	SUBURBAN CHRYSLER JEEP DODGE O			
Dealer Address	1790 MAPLELAWN DR				
Dealer City	TROY	***State***	MI	***Zip***	480844611

Q1. How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2. Please rate your satisfaction with your JOURNEY SXT (FWD) on a scale of 0 to 10.
Score: 05 (Detractor)
I51 : Other Door Panels

I'm having trouble. I've got problems that the door won't open from the inside. Somebody got caught back there and couldn't get out.

Q3. Please rate your satisfaction with your experience at SUBURBAN CHRYSLER JEEP DODGE O on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q14. Do you want someone from Chrysler LLC to contact you?
003 : Non-Legal/Non-Dealer

SURVEY COMPLETED 2012-06-20 19:26:59, CUSTOMER ID:006115072, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Promoter Score Report

VIN	3C4PDCEG3CT[redacted]	**Model Year**	2012	**Body**	JCDX49	DODGE JOURNEY R/T (FWD/LHD)	
Built Date	01/21/2012	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				**Serial #**	[redacted]
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				**Serial #**	
Color	PRA	BRILLIANT RED TRI-COAT PEARL					

Report #	[redacted]	**System Key**	[redacted]	**Report Version**	1	**Event**	009 - Second+ Warranty Event
Open Date	05/03/2013	**Close Date**	05/06/2013	**Narrative Date**	05/08/2013	**Mileage**	0
MDH	012106	**Sold Date**	05/14/2012	**Built Date**	01/21/2012		

Dealer	60426	RUSS DARROW CHRYSLER, JEEP, DO			
Dealer Address	3502 LANCASTER DR				
Dealer City	MADISON	**State**	WI	**Zip**	537186381

Q1. How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2. Please rate your satisfaction with your JOURNEY R/T (FWD/LHD) on a scale of 0 to 10.
Score: 05 (Detractor)
P99 : Unspecified Other Problems
Z10 : Any mention of dealership Sales experience Before SALE
I99 : Other Interior

[redacted]

Q3. Please rate your satisfaction with your experience at RUSS DARROW CHRYSLER, JEEP, DO on a scale of 0 to 10.
Score: 10 (Promoter)

Q15. Rate your satisfaction with UConnect features and operation.
99 - Refused/Left Blank

Q16. Please rate your comfort level with the UConnect technology?
99 - Refused/Left Blank

Q17. Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
99 - Refused

SURVEY COMPLETED 2013-05-06 14:48:54, CUSTOMER ID:103350810, RO:00347179, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Promoter Score Report

VIN	3C4PDCBG1DT[redacted]	***Model Year***	2013	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	08/23/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	[redacted]
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report #	[redacted]	***System Key***	[redacted]	***Report Version***	1	***Event***	004 - 1st Warranty Visit
Open Date	06/25/2013	***Close Date***	06/25/2013	***Narrative Date***	06/26/2013	***Mileage***	0
MDH	[redacted]	***Sold Date***	12/31/2012	***Built Date***	08/23/2012		

Dealer	44911	LONE STAR DODGE CHRYSLER JEEP			
Dealer Address	1309 SOUTH PACIFIC STREET				
Dealer City	MINEOLA	***State***	TX	***Zip***	757732848

Q1. How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2. Please rate your satisfaction with your JOURNEY SXT (FWD) on a scale of 0 to 10.
Score: 10 (Promoter)

Q3. Please rate your satisfaction with your experience at LONE STAR DODGE CHRYSLER JEEP on a scale of 0 to 10.
005 : Lack of communication
012 : Vehicle wasn't prepped well
024 : Parts not in stock

[redacted]

Q14. Do you want someone from Chrysler LLC to contact you?
01 - Yes

Q15. Rate your satisfaction with UConnect features and operation.
99 - Refused/Left Blank

Q16. Please rate your comfort level with the UConnect technology?
99 - Refused/Left Blank

Q17. Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
99 - Refused

SURVEY COMPLETED 2013-06-25 16:41:25, CUSTOMER ID:701794758, RO:00127755, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Continuous Quality Insight Report

VIN	3C4PDCAB8CT[redacted]	***Model Year***	2012	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	10/13/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report #	[redacted]	***System Key***	205118144	***Report Version***	1	***Open Date***	03/12/2012
Close Date	03/26/2012	***Narrative Date***	03/27/2012	***Mileage***	0		
MDH	101322	***Sold Date***	02/15/2012	***Built Date***	10/13/2011		

Dealer	19028	CHRYSLER CORPORATION			
Dealer Address	800 CHRYSLER DRIVE				
Dealer City	AUBURN HILLS	***State***	MI	***Zip***	48326-2757

Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>	
Touchscreen Controls/Menu	Front Screen Display: Other Concerns.

Vehicle Exterior>Trunk Lid/Liftgate>Trunk lid/liftgate is difficult to open/close>	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	have to slam the in oder to close
Please indicate with which type of rear door your vehicle is equipped.	Liftgate.

Entertainment/Navigation System/Connectivity>Controls/Menus>	
Controls/Menus	Touchscreen Controls/Menu.

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	873

Vehicle Exterior>Front Doors>Door handle/latch is broken/not working properly>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Can this problem be fix
Please indicate which door has trouble with the door handle/latch (check all that apply):	Driver's side front door. driver side front will not open when I touch the inside panel, but the passenger front will

Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Where do I go to set the bass etc. tone
Please indicate which speaker has trouble (check all that apply):	All speakers in the vehicle.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers are not loud enough.

Category Level	
Selection	Vehicle Exterior. Entertainment/Navigation System/Connectivity.

Vehicle Exterior>Trunk Lid/Liftgate>	
Trunk Lid/Liftgate	Trunk lid/liftgate is difficult to open/close.

Vehicle Exterior>Front Doors>	
Front Doors	Door handle/latch is broken/not working properly.

Continuous Quality Insight Report

VIN	3C4PDCEG8F[redacted]	***Model Year***	2015	***Body***	JCDX49	DODGE JOURNEY R/T (FWD)	
Built Date	04/29/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			***Serial #***	[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***		
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report #	[redacted]	***System Key***	[redacted]	***Report Version***	2	***Open Date***	11/05/2015
Close Date	11/05/2015	***Narrative Date***	11/09/2015	***Mileage***	0		
MDH	042912	***Sold Date***	09/25/2015	***Built Date***	04/29/2015		

Dealer	19028	CHRYSLER CORPORATION			
Dealer Address	800 CHRYSLER DRIVE				
Dealer City	AUBURN HILLS	***State***	MI	***Zip***	48326-2757

Vehicle Satisfaction Ratings	
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
How was your purchasing experience (the dealer/dealership)?	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Seat adjustment and comfort	3.
Clarity of sound	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Ease of getting into and out of vehicle	2.
Climate control operation (function and ease of use)	4.
Engine sound	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Rear view styling (rear fascia, bumper)	4.
Interior noise level while driving	4.
Ride quality	4.
Steering wheel adjustment	4.
What is your attitude overall towards your new car?	4.
Ease of using system displays while driving	4.
Transmission gear change performance (smoothness)	4.
Is there anything about your new vehicle you would like to see changed?	I have electric seat and still can't get the right height for driving views
Brake responsiveness/effort	1.
Fuel economy and driving range	2.
Overall audio, entertainment, and navigation system impression	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.

About You	
Please tell us about the vehicle you replaced (if applicable)	2012. Replaced Vehicle: Purchased New. Dodge. Journey.
Vehicle fuel economy	1.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please indicate your ethnicity	Caucasian.
Primary vehicle you were considering:	Primary Considered Vehicle: New.
When considering this vehicle	Test drive the vehicle. Visit the dealership.
Convenience of dealership location	1.
Vehicle performance	1.
Dealership treatment	2.

Please indicate your highest education level	4 year college degree.
What year were you born?	1946
Please indicate your occupation status.	Retired.
Which of the following best describes the area you live in?	Urban.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Price	3.
What is your current marital status?	Divorced.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand.
Ability to test drive	1.
Vehicle quality	1.
Vehicle styling	1.
Please indicate your gender	Female.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New.
Vehicle availability	3.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	0-999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide format is easy to understand and use	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only.
Which feature or section of the Printed User Guide did you find most helpful and why?	Index and explanations
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Owner's Information DVD?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Was there information needed that was not included in the User Guide?	Not yet
Printed User Guide covers the necessary features	4 (agree).
Please provide feedback on how Chrysler can improve the Printed User Guide	Good
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). Haven't gone in yet but I can't open the right passenger door from the inside

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Ease of opening the rear hatch door. Drivers seat controls.

Continuous Quality Insight Report

VIN	3C4PDDGG9HT[redacted]	***Model Year***	2017	***Body***	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	08/15/2016	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBX	CONTUSION BLUE PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***		
Color	PBX	CONTUSION BLUE PEARL COAT					

Report #	[redacted]	***System Key***	354118092	***Report Version***	5	***Open Date***	02/17/2017
Close Date	02/17/2017	***Narrative Date***	02/26/2017	***Mileage***	0		
MDH	081514	***Sold Date***	01/09/2017	***Built Date***	08/15/2016		

Dealer	19028	CHRYSLER CORPORATION			
Dealer Address	800 CHRYSLER DRIVE				
Dealer City	AUBURN HILLS	***State***	MI	***Zip***	48326-2757

Overview	
DVD format is easy to understand and use	3 (neither agree nor disagree).
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	1 (strongly disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Did you review the Printed User Guide?	Yes.
Please rate your overall level of satisfaction with the DVD	2 (dissatisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please provide feedback on how Chrysler can improve the Printed User Guide	It does not list all the features of the control center
Information in the Printed User Guide is easy to find and access	2 (disagree).
Printed User Guide format is easy to understand and use	2 (disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	Yes.
How many visits did you make to the dealer?	Other (please explain further, if applicable). 1 visit and several calls
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). The back doors will still not open from the inside with the child safty locks OFF

Lights	
Lights	Headlights aimed incorrectly.

About You	
Financing options	1.
Primary vehicle in your household:	Ram 1500. Primary Household Vehicle: Purchased Used. Dodge. 2004.
Primary vehicle you were considering:	Durango. 2017. Dodge. Primary Considered Vehicle: New.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used. Accord. Honda. 1991.
Price	5.
Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing. Internet research. On-Line blogs or forums.
Convenience of dealership location	4.
Did you purchase or lease your vehicle?	Purchase.
Vehicle fuel economy	4.
Vehicle styling	3.

Vehicle quality	3.
When considering this vehicle	Research online.
Which of the following best describes the area you live in?	Other (please specify). national forest
What year were you born?	57
Trade-in allowance	1.
Ability to test drive	2.
Please indicate your ethnicity	White.
What is your average miles per gallon (MPG) with your vehicle?	10-12 mpg.
Vehicle performance	3.
Please indicate your gender	Male.
What is your primary language?	English.
Please indicate the primary driver's age.	50 - 59.
Dealership treatment	3.
Vehicle availability	1.

Vehicle Satisfaction Ratings	
Appearance of exterior paint	4.
Engine performance during acceleration	4.
Fuel economy and driving range	3.
Feel of the seat material	4.
Comfort of driver headrest.	2.
Climate control operation (function and ease of use)	2.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
What is your attitude overall towards your new car?	3.
Integration with media players	3.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Location and usefulness of interior lighting	4.
Ease of using system displays while driving	4.
How well the driver seat holds you in place while cornering.	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Clarity of sound	4.
Comfort of driver bottom seat cushion	4.
Integration with phones	3.
Ease of folding rear seats to desired position.	4.
Transmission gear change performance (smoothness)	4.
How was your purchasing experience (the dealer/dealership)?	4.
Steering wheel adjustment	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Comfort of the rear (2nd row) seats.	3.
Rear view styling (rear fascia, bumper)	4.
Ease of adjusting rear seats to desired position.	4.
Ease of adjusting driver seat to desired position.	4.
Comfort of driver seat back	4.
Headlight illumination/performance during night-time driving	3.
Wheels, rims, and tires appearance and styling	4.
Navigation system route accuracy	3.
Engine sound	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Overall audio, entertainment, and navigation system impression	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Overall rating of the driver seat	4.
Support for popular music/video formats	3.
Is there anything about your new vehicle you would like to see changed?	better climate controls
Exterior design and appearance (overall impression)	4.
Safety and visibility while driving	3.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Brake responsiveness/effort	4.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Headlights aimed incorrectly

Approximate mileage when trouble was first noticed was:	0-999.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate which headlight is not aimed properly (check all that apply):	Passenger's side headlight. aimed to low Driver's side headlight. aimed to low

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	climate controls

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Vehicle Exterior.

What Can We Do Better?	
Feedback/Concerns:	Give a better way to see the opchins on line

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Continuous Quality Insight Report

VIN	3C4PDDGG2GT[redacted]	***Model Year***	2016	***Body***	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	08/25/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PX8	PITCH BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	[redacted]
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	
Color	PX8	PITCH BLACK CLEAR COAT					

Report #	[redacted]	***System Key***	368202651	***Report Version***	5	***Open Date***	06/27/2017
Close Date	06/27/2017	***Narrative Date***	07/04/2017	***Mileage***	0		
MDH	082509	***Sold Date***	10/05/2016	***Built Date***	08/25/2015		

Dealer	19028	CHRYSLER CORPORATION			
Dealer Address	800 CHRYSLER DRIVE				
Dealer City	AUBURN HILLS	***State***	MI	***Zip***	48326-2757

What Can We Do Better?	
Feedback/Concerns:	No concerns

About You	
Trade-in allowance	2.
Primary vehicle you were considering:	Primary Considered Vehicle: New. Grand Cherokee. Jeep. 2017.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. 2016. Journey. Dodge.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Research online. Interact with dealership by phone.
Vehicle availability	3.
Please tell us about the vehicle you replaced (if applicable)	2014. Escape. Ford. Replaced Vehicle: Purchased New.
Vehicle quality	4.
Price	3.
What year were you born?	1967
Dealership treatment	4.
What is your primary language?	English.
Vehicle performance	4.
Vehicle fuel economy	3.
Which, if any, influenced your purchase decision? (check all that apply):	Dealership information. Value for the money. Advertisements.
Convenience of dealership location	3.
Did you purchase or lease your vehicle?	Lease.
Please indicate your ethnicity	White.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Journey was priced better
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please indicate the primary driver's age.	40 - 49.
Vehicle styling	4.
Please indicate your gender	Male.
Financing options	2.
Ability to test drive	4.
Which of the following best describes the area you live in?	Other (please specify). Township and country setting

Vehicle Satisfaction Ratings	
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Feel of the seat material	4.
Exterior design and appearance (overall impression)	3.
How well the driver seat holds you in place while cornering.	4.
Engine sound	4.
Transmission gear change performance (smoothness)	4.
Climate control operation (function and ease of use)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.

Headlight illumination/performance during night-time driving	4.
Comfort of driver seat back	4.
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	4.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
What are your favorite parts of your new vehicle?	Looks of the vehicle
Ease of adjusting driver seat to desired position.	4.
Interior noise level while driving	5.
Ride quality	5.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Brake responsiveness/effort	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Overall rating of the driver seat	4.
Fuel economy and driving range	3.
Engine performance during acceleration	4.
Ease of getting into and out of vehicle	2.
What is your attitude overall towards your new car?	3.
Ease of using system displays while driving	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the VALUE of your new car? (i.e.	2.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
Clarity of sound	4.
Integration with media players	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Comfort of the rear (2nd row) seats.	4.
How was your purchasing experience (the dealer/dealership)?	5.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Safety and visibility while driving	4.
Is there anything about your new vehicle you would like to see changed?	Some of the rear fenders are plastic is vibrate a lot

Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine will not start at all.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.

Engine will not start at all	
Please describe conditions when this trouble occurs:	All the time
Approximate mileage when trouble was first noticed was:	2,000-2,999.
Has this trouble required that the vehicle be towed to be repaired?	No.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Additional Comments:	Engine will not start. Electrical issue with. Imputed or module or fab
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs regularly.
What best describes the no start condition?	Other (please describe).

Other

Please describe conditions when this trouble occurs:	All temps and all the time
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Please describe the other trouble you experienced:	Doors will not open or unlock
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
How often does this trouble occur?	Trouble occurs regularly.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	All is good

Detail on High Rated Items	
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Very comfortable
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Have good experiences with dealer
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Issues with the starting of the vehicle. Very unreliable

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	5,000-6,999.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other. Engine.

Continuous Quality Insight Report

VIN	3C4PDCAB4JT[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	11/18/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**		
Color	PRM	REDLINE 2 COAT PEARL					

Report #	[redacted]	**System Key**	391890484	**Report Version**	5	**Open Date**	01/23/2018
Close Date	01/23/2018	**Narrative Date**	01/30/2018	**Mileage**	0		
MDH	111810	**Sold Date**	12/13/2017	**Built Date**	11/18/2017		

Dealer	19028	CHRYSLER CORPORATION			
Dealer Address	800 CHRYSLER DRIVE				
Dealer City	AUBURN HILLS	**State**	MI	**Zip**	48326-2757

Overview	
What can we do to improve your likelihood to recommend your vehicle?	More feature for the price,
Did you review the Printed User Guide?	Yes.
The information in Mopar Companion was helpful	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Did you review the Owner's Information DVD?	No.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Information in the Printed User Guide is easy to find and access	4 (agree).
Please explain further about your choice to recommend your vehicle:	Gas mileage isn't good. Not satisfied with the features, no back up camera, no voice activation for the radio, no GPS, loud, interior is small not enough storage.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Printed User Guide format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
How likely are you to recommend this vehicle to family, friends or colleagues?	1.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Rear door handle/latch works, but is difficult to operate	
Please describe conditions when this trouble occurs:	Will not open
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	1,000-1,999.
Why is the door handle/latch difficult to operate? (check all that apply):	Other (please describe). Won't open some times
Please indicate which rear door has a handle/latch that is difficult to operate (check all that apply):	Passenger's side rear door. Ikr it is locked and won't open but isn't locked
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Additional Comments:	NA
Please indicate the location of the trouble (check all that apply):	Inside door handle location.

Vehicle Satisfaction Ratings	
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Headlight illumination/performance during night-time driving	3.
Ride quality	3.
How was your purchasing experience (the dealer/dealership)?	4.
Interior noise level while driving	1.
Engine sound	1.
Fuel economy and driving range	1.
Integration with media players	2.
Steering wheel adjustment	2.
What are your favorite parts of your new vehicle?	Style, Dodge, third row seat
Overall audio, entertainment, and navigation system impression	1.
How well the driver seat holds you in place while cornering.	1.
Head/leg/foot room	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Interior comfort, design and appearance of interior (overall impression)	1.

Transmission gear change performance (smoothness)	3.
Engine exhaust sound	1.
Feel of the seat material	1.
Ease of folding rear seats to desired position.	2.
Ease of adjusting rear seats to desired position.	2.
Front view styling (front fascia, hood, grille, headlight area)	3.
Comfort of driver headrest.	3.
What is your attitude overall towards your new car?	1.
Appearance of exterior paint	2.
How do you feel about the durability of your new vehicle?	2.
Ease of using system displays while driving	1.
Integration with phones	2.
Safety and visibility while driving	3.
Vehicle storage and space usage	1.
Comfort of driver bottom seat cushion	1.
Ease of getting into and out of vehicle	2.
Clarity of sound	3.
Engine performance during acceleration	3.
Brake responsiveness/effort	4.
Support for popular music/video formats	1.
Overall rating of the driver seat	1.
How do you feel about the VALUE of your new car? (i.e.	1.
Exterior design and appearance (overall impression)	2.
Comfort of the rear (2nd row) seats.	2.
Comfort of driver seat back	3.
Is there anything about your new vehicle you would like to see changed?	Interior
What is your attitude overall towards the BRAND of your new car?	3.
Navigation system route accuracy	1.
Ease of adjusting driver seat to desired position.	1.
Wheels, rims, and tires appearance and styling	2.
Steering and handling (responsiveness, stability)	3.
Location and usefulness of interior lighting	1.
Climate control operation (function and ease of use)	1.
Rear view styling (rear fascia, bumper)	3.

About You	
Please tell us about the vehicle you replaced (if applicable)	Honda. Odyssey. Replaced Vehicle: Purchased New. 2008.
Which, if any, influenced your purchase decision? (check all that apply):	Image that the vehicle portrays. Lifestyle. Dealer/Salesperson interaction. Dealership information.
Primary vehicle you were considering:	Primary Considered Vehicle: New. 2017. Town & Country. Chrysler.
Vehicle performance	5.
Vehicle fuel economy	5.
Convenience of dealership location	5.
When considering this vehicle	Test drive the vehicle. Interact with dealership by phone. Visit the dealership.
Vehicle quality	5.
Vehicle styling	5.
Financing options	5.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Price	5.
Vehicle availability	5.
Please indicate your gender	Female.
Which of the following best describes the area you live in?	Rural.
Ability to test drive	5.
What year were you born?	1962
Trade-in allowance	5.
Please indicate the primary driver's age.	50 - 59.
What is your primary language?	English.
Dealership treatment	5.
Did you purchase or lease your vehicle?	Purchase.
Please indicate your ethnicity	White.

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	NA

Rear door handle/latch is broken/not working properly	
Please describe conditions when this trouble occurs:	Will not open
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate which rear door has trouble with the door handle/latch (check all that apply):	Passenger's side rear door. Some times it will not open, like it is locked but isn't.
Please indicate what type of trouble was experienced with the door handle/latch (check all that apply):	Cannot open the door from inside the car. Cannot open the door from outside the car.
Approximate mileage when trouble was first noticed was:	1,000-1,999.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Excessive wind noise	
Additional Comments:	NA
Approximate mileage when trouble was first noticed was:	0-999.
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Journey_back. 9-36|9-46|
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	Noise
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate the location of the wind noise (check all that apply):	Rear window. Noise

What Can We Do Better?	
Feedback/Concerns:	Better interior more features very cheap for the price

Wind Noise	
Wind Noise	Excessive wind noise.

Welcome	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Vehicle Exterior.

Rear Side Doors	
Rear Side Doors	Rear door handle/latch works, but is difficult to operate. Rear door handle/latch is broken/not working properly.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.