

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2018	Brand	ALFA ROMEO
Body	GAGT41	Vehicle	ALFA GIULIA TI AWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/12/2019	CAIR Type	Regular	Status	Closed
Close Date	06/26/2019	Origin	Telephone	Reason	
Mileage	8,057 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	YONKERS		NY		USA
Dealer	69364	Alfa Romeo of White Plains		Dealer Phone	9144613101
Dealer Address	500 TARRYTOWN RD				
	WHITE PLAINS		NY	10607 1340	USA
Dealer Zone	Northeast	Sales District		Service District	X
Subject	Tow				
Synopsis	No further assistance needed, Closing case.				
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C209	Roadside towing vehicle damage	Customer Anomaly	103	Vehicle No Start
Reason Code	After Sales - Complaint - Roadside Assistance - Roadside Assistance - Towing - Vehicle Damaged				

Case Status History

Create Date	Status
06/12/2019 10:46 PM	Open
06/26/2019 07:10 PM	Closed

Initial Description

Vehicle stopped working

Case Comments

Date	Comment
06/12/2019	**IB TO CUSTOMER** Customer called because his vehicle stopped working in the middle of highway. CM called RSA and set up tow
06/12/2019	****INBOUND CUSTOMER CALL**** Customer called requesting to speak with CM. Writer warm transferred to CM for assistance.
06/13/2019	Customer stated he would like to speak with CM. Attempted to advised customer CM is currently unavailable, but the customer customer's call cut out and eventually dropped.
06/13/2019	Customer called stating vehicle appeared to have started again. Customer will go to the DLR in Greenwich, CT
06/13/2019	Inbound Customer Call: [REDACTED] Customer called in stating that for the third time their vehicle stalled out like it was out of fuel but it was still showing that it had a qt tank left. Customer stated that CM advised them yesterday that they may want to try taking their vehicle to a different dealer for a second opinion due to them already having gone to the Larchmont location twice and continuing to experience the concern. Customer stated that they were advised to go to the Alfa Romeo of Greenwich and requested to see what their availability was. Outbound Dealer Call: [REDACTED] Agent connected Customer to the Alfa Romeo of Greenwich and found that they are not scheduling a week out for appointments at this time. Customer stated that a week was too long and they are afraid to drive the vehicle and asked to check a different dealer. Outbound Dealer Call: [REDACTED] Agent attempted to connect the Customer to the Alfa Romeo of White Plains. However, nobody answered and Agent LVM requesting a call back to the Customer's phone. Customer requested the phone numbers for the White Plains and Larchmont dealerships and advised that they would also try calling them. and requested for CM to reach out when they come in.
06/13/2019	**OB CUSTOMER CALL** CM reached out to customer to follow up- customer stated he is driving his car to white plains dlr. They will be able to see the vehicle on monday 06/17. Cm will keep customer updated.
06/13/2019	6463023838 Customer requesting callback from CM- concerns seem to be a repeat of previous visits to the other dealership. He will explain more detail to CM directly
06/13/2019	**OB CUSTOMER CALL** Customer called back to let me know steve from Larchmont is now going to see his vehicle. customer wants CM to stay on top of the case.
06/18/2019	**OB TO DLR** No answer. left vm
06/19/2019	**ob to dir** No answer. Sent service manager an email.
06/24/2019	**OB TO DLR** vehicle is repaired and ready to be picked up.
06/24/2019	**OB TO CUSTOMER** Customer said he will pick up vehicle. Cm will follow up on Wednesday.
06/26/2019	**IB CUSTOMER CALL** Customer stated everything is good with the vehicle. Closing case.

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

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAFT41	Vehicle	ALFA GIULIA TI RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/13/2019	CAIR Type	Regular	Status	Closed
Close Date	06/13/2019	Origin	Roadside Assistance	Reason	
Mileage	13,000 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	Source	FCA		
Caller City	BRADENTON	Caller Country	USA	Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]				
	BRADENTON	FL	[REDACTED]	USA	
Dealer	69032	SUNSET ALFA ROMEO OF SARASOTA	Dealer Phone	9419248822	
Dealer Address	7641 S TAMIAMI TRL				
	SARASOTA	FL	34231 6802	USA	
Dealer Zone	Southeast	Sales District		Service District	W
Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				
Contact Reason	C88	Roadside Event	Customer Anomaly	130	Roadside - Start/Stall
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

Create Date	Status
06/13/2019 09:44 AM	Closed

Initial Description

SUNSET ALFA ROMEO OF SARASOTA
 9419248822
 69032
 veh is at caliber collision stalled - check engine no passangers

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

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAFT41	Vehicle	ALFA GIULIA TI RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	06/13/2019	CAIR Type	Regular	Status	Closed
Close Date	06/17/2019	Origin	Telephone	Reason	
Mileage	13,000 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	

Customer	[REDACTED]				
Customer Address	[REDACTED]				
	BRADENTON		FL	[REDACTED]	USA

Dealer	69032	SUNSET ALFA ROMEO OF SARASOTA	Dealer Phone	9419248822	
Dealer Address	7641 S TAMIAMI TRL				
	SARASOTA		FL	34231 6802 USA	
Dealer Zone	Southeast	Sales District		Service District	W

Subject	RSA
Synopsis	Repairs have been made to customer's satisfaction.
Customer Anomaly	Drivability Stalling
Contact Reason	C105 Technical Issue With Vehicle Customer Anomaly 9 Vehicle Stalling

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

Case Status History

Create Date	Status
06/13/2019 03:14 PM	Open
06/17/2019 09:15 PM	Closed

Initial Description

Stall

Case Comments

Date	Comment
06/13/2019	***OB call to SA Mike*** Vehicle has been repaired. Faulty sensor relay was replaced. Customer will pick up vehicle this evening.
06/14/2019	***OB call to customer*** Customer states that she will be unable to pick her vehicle up until early next week. Customer has been informed that CM will follow up after the customer's vehicle has been returned to her.
06/17/2019	***OB call to SA Bob***Bob confirms that vehicle has been returned to customer.
06/17/2019	***OB call to customer***Customer confirms that repairs have been made to satisfaction. This case no longer warrants case management and will be closed.

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

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAFT41	Vehicle	ALFA GIULIA TI RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	06/14/2019	CAIR Type	Regular	Status	Closed
Close Date	06/20/2019	Origin	Telephone	Reason	
Mileage	10,057 Miles	Market	U	Language	English

Contact Email		Contact Phone	5555555555	Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country	USA	Caller Postal Code	

Customer	[REDACTED]
Customer Address	
	USA

Dealer	69082	RICK CASE ALFA ROMEO FIAT	Dealer Phone	9549035311	
Dealer Address	3500 WESTON RD				
	DAVIE	FL	33331 1542	USA	
Dealer Zone	Southeast	Sales District		Service District	V

Subject	Tow				
Synopsis	Closing case. no further assistance needed.				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	9	Vehicle Stalling

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

Case Status History

Create Date	Status
06/14/2019 03:56 PM	Open
06/20/2019 04:18 PM	Closed

Initial Description

Stalling

Case Comments

Date	Comment
06/14/2019	[REDACTED] *IB CUSTOMER CALL) Needs vehicle tow to rick case ldr ** CM reached out to RSA
06/20/2019	Closing case. No further assistance needed.

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

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAFT41	Vehicle	ALFA GIULIA TI RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	06/15/2019	CAIR Type	Regular	Status	Closed
Close Date	06/15/2019	Origin	Roadside Assistance	Reason	
Mileage	10,517 Miles	Market	U	Language	English

Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]	Source	FCA		
Caller City	BRADENTON	Caller Country	USA	Caller Postal Code	[REDACTED]

Customer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	BRADENTON	FL	[REDACTED]	USA	

Dealer	69082	RICK CASE ALFA ROMEO FIAT	Dealer Phone	9549035311	
Dealer Address	3500 WESTON RD				
	DAVIE	FL	33331 1542	USA	
Dealer Zone	Southeast	Sales District		Service District	V

Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				

Contact Reason	C88	Roadside Event	Customer Anomaly	130	Roadside - Start/Stall
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

Create Date	Status
06/15/2019 09:23 AM	Closed

Initial Description

RICK CASE ALFA ROMEO FIAT
 9549035311
 69082
 VEH PROBLEM STALL

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

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAFL41	Vehicle	ALFA GIULIA RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	06/18/2019	CAIR Type	Regular	Status	Closed
Close Date	06/18/2019	Origin	Roadside Assistance	Reason	
Mileage	10,400 Miles	Market	U	Language	English

Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]	Source	FCA		
Caller City	BLUFFTON	Caller Country	USA	Caller Postal Code	[REDACTED]

Customer	[REDACTED]				
Customer Address	[REDACTED]				
	BLUFFTON		SC	[REDACTED]	USA

Dealer	69363	Alfa Romeo of Charleston	Dealer Phone	8438524000	
Dealer Address	1501 SAVANNAH HWY				
	CHARLESTON		SC	29407 7822	USA
Dealer Zone	Southeast	Sales District		Service District	7

Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				

Contact Reason	C88	Roadside Event	Customer Anomaly	130	Roadside - Start/Stall
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Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				
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Case Status History

Create Date	Status
06/18/2019 10:42 AM	Closed

Initial Description

ALFA ROMEO OF CHARLESTON
8438524000
69363

STALLS OUT RANDOMLY//PLEASE USE FLATBED....RECOMMEND TO USE DOLLIES OR SKATES TO SAFELY LOAD VEH ON TO FLATBED//RIDE ALONG (NO)//

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

VIN	[REDACTED]	Model Year	2019	Brand	ALFA ROMEO
Body	GAFL41	Vehicle	ALFA GIULIA RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	06/18/2019	CAIR Type	Regular	Status	Closed
Close Date	06/18/2019	Origin	Roadside Assistance	Reason	
Mileage	117 Miles	Market	U	Language	English

Contact Email	[REDACTED]	Contact Phone		Contact Mobile	
Caller Address	[REDACTED]			Source	FCA
Caller City	GLENDALE	Caller Country	USA	Caller Postal Code	[REDACTED]

Customer	[REDACTED]				
Customer Address	[REDACTED]				
	GLENDALE		CA	[REDACTED]	USA

Dealer				Dealer Phone	
Dealer Address					

Dealer Zone		Sales District		Service District	
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Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				

Contact Reason	C88	Roadside Event	Customer Anomaly	130	Roadside - Start/Stall
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Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				
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Case Status History

Create Date	Status
06/18/2019 10:53 AM	Closed

Initial Description

RUSSELL WESTBROOK ALFA ROMEO VAN NUYS
TRANSMISSION/ AND ENGINE LIGHT ON // VEHICLE STARTS AND STOPS

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

VIN	[REDACTED]	Model Year	2019	Brand	ALFA ROMEO
Body	GAGT41	Vehicle	ALFA GIULIA TI AWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	06/18/2019	CAIR Type	Regular	Status	Closed
Close Date	06/20/2019	Origin	Telephone	Reason	
Mileage	3,600 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					
					USA

Dealer	69327	ALFA ROMEO OF ALBANY	Dealer Phone	5184070777	
Dealer Address	1586 CENTRAL AVE				
	COLONIE	NY	12205 2403	USA	
Dealer Zone	Northeast	Sales District		Service District	9

Subject	Roadside				
Synopsis	Vehicle is a Chrysler company car. No further actions needed . Closing case.				
Customer Anomaly					
Contact Reason	C209	Roadside towing vehicle damage	Customer Anomaly		
Reason Code	After Sales - Complaint - Roadside Assistance - Roadside Assistance - Towing - Vehicle Damaged				

Case Status History

Create Date	Status
06/18/2019 01:41 PM	Open
06/20/2019 03:07 PM	Closed

Initial Description

Tow- Vehicle misfired then stalled . No start.

Case Comments

Date	Comment
06/18/2019	{INBOUND FROM CLIENT- Burgetta Location : [REDACTED] Tow- Vehicle misfired then stalled . No start. Client states that this is a cooperate press lease car. RA Agent To : Alfa Romeo Of Albany
06/20/2019	{OUTBOUND TO DLR [REDACTED] SA Tara verified again that this vehicle is a Chrysler company car .

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

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAFL41	Vehicle	ALFA GIULIA RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	06/19/2019	CAIR Type	Regular	Status	Closed
Close Date	06/19/2019	Origin	Roadside Assistance	Reason	
Mileage	10,400 Miles	Market	U	Language	English

Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]	Source	FCA		
Caller City	BLUFFTON	Caller Country	USA	Caller Postal Code	[REDACTED]

Customer	[REDACTED]				
Customer Address	[REDACTED]				
	BLUFFTON		SC	[REDACTED]	USA

Dealer	69363	Alfa Romeo of Charleston	Dealer Phone	8438524000	
Dealer Address	1501 SAVANNAH HWY				
	CHARLESTON		SC	29407 7822 USA	
Dealer Zone	Southeast	Sales District		Service District	7

Subject	TOW
Synopsis	Roadside/Tow completed
Customer Anomaly	Roadside Mechanical Malfunction - Start/Stall

Contact Reason	C88	Roadside Event	Customer Anomaly	130	Roadside - Start/Stall
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

Create Date	Status
06/19/2019 09:50 AM	Closed

Initial Description

ALFA ROMEO OF CHARLESTON
8438524000
69363

STALLS OUT RANDOMLY//PLEASE USE FLATBED....RECOMMEND TO USE DOLLIES OR SKATES TO SAFELY LOAD VEH ON TO FLATBED//RIDE ALONG (NO)//

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

VIN	[REDACTED]	Model Year	2019	Brand	ALFA ROMEO
Body	GAFL41	Vehicle	ALFA GIULIA RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	06/19/2019	CAIR Type	Regular	Status	Closed
Close Date	06/19/2019	Origin	Roadside Assistance	Reason	
Mileage	117 Miles	Market	U	Language	English

Contact Email	[REDACTED]	Contact Phone		Contact Mobile	
Caller Address	[REDACTED]	Source	FCA		
Caller City	GLENDALE	Caller Country	USA	Caller Postal Code	[REDACTED]

Customer	[REDACTED]				
Customer Address	[REDACTED]				
	GLENDALE		CA	[REDACTED]	USA

Dealer		Dealer Phone	
Dealer Address			

Dealer Zone		Sales District		Service District	
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Subject	TOW
Synopsis	Roadside/Tow completed
Customer Anomaly	Roadside Mechanical Malfunction - Start/Stall

Contact Reason	C88	Roadside Event	Customer Anomaly	130	Roadside - Start/Stall
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Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				
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Case Status History

Create Date	Status
06/19/2019 10:39 AM	Closed

Initial Description

RUSSELL WESTBROOK ALFA ROMEO VAN NUYS
TRANSMISSION/ AND ENGINE LIGHT ON // VEHICLE STARTS AND STOPS

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	ALFA ROMEO
Body	GAFL41	Vehicle	ALFA GIULIA RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/20/2019	CAIR Type	Regular	Status	Closed
Close Date	07/11/2019	Origin	Telephone	Reason	
Mileage	28,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ORLANDO		FL		USA
Dealer	69014	ALFA ROMEO FIAT OF DAYTONA		Dealer Phone	3864373428
Dealer Address	1450 N TOMOKA FARMS RD				
	DAYTONA BEACH		FL	32124 7606	USA
Dealer Zone	Southeast	Sales District		Service District	W
Subject	Rental assistance				
Synopsis	repairs completed to customer's satisfaction.				
Customer Anomaly	Drivability Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/20/2019 11:11 PM	Open
07/11/2019 04:27 PM	Closed

Initial Description

Lost power

Case Comments

Date	Comment
06/20/2019	****IB call from customer*** Customer vehicle stalled. Customer was able to get vehicle to servicing DLR but will need a loaner vehicle. Customer's friend picked him up from DLR to take to rental facility. CM approves 45\$ per day for rental expenses.
06/21/2019	Original concern: Vehicle lost all power while driving including power steering.
06/21/2019	***OB call to customer**** Customer states that he will take an Uber to DLR to pick up a loaner vehicle on 06/22. CM will follow up with SA on 06/24 on any diagnosis or repairs.
06/25/2019	***IB call from SA Kaitlin*** Kaitlin states they will replace the PCM. The DLR is not willing to place customer into a loaner vehicle because of the state that the customer has returned the loaner's in the past. CM will approve 45\$ per day for rental expenses. DLR will provide customer with the rental and CM will reimburse the DLR. CM will provide CM with Order number, Part number and confirmation that the part needed has been put in as SH. so that CM can expedite part. Part is on back order with a current ETA of 07/04.
06/25/2019	***Part on back order*** Part Number: 68461140AA Order Number: F23340
06/25/2019	T6848AH has escalated case to external system with name ES-15640. Case was escalated successfully.
06/25/2019	Part: 68461140AA Order: F23340 OMC: 78252391 ETA: 7/4/19 Reaching out to PE Team for assistance with part.
06/26/2019	***INBOUND CUSTOMER*** Customer requested to speak with CM. CM stated that CM was currently out of the office and informed customer of latest ETA and that the PE team is working to see if they can obtain the part any faster. Customer stated he would like a callback once CM arrives. Customer states he will be a work and requested CM leave a VM or send an email and customer will contact CM.
06/26/2019	***IB FROM CUSTOMER 407-701-7052*** Customer called to speak with cm, advised that as before, this is cm's day off and offered to assist customer. Customer then stated the previous cm told him that CM would be in today, cm informed customer of notes from previous cm and again offered to assist customer. Customer then asked to speak with MP2561, informed that cm is not available, customer then stated wants a call back from MP2561.
06/26/2019	****OUTBOUND CUSTOMER CALL**** Writer returned customers requested call back. Customer stated part that is ordered is to take two weeks to receive and dealership stated customer could pick the vehicle up while they are waiting for part to arrive. Customer inquired if they could take it to Maserati of Central Florida. Writer advised vehicle should remain with Daytona since they diagnosed it but would reach out to SA at CF. Writer advised would follow up after.
06/26/2019	****OUTBOUND DEALER CALL**** POC: SA Craig Writer called to inquire what SA thought about customer wanting the vehicle brought there to complete PCM replacement. SA advised to let Daytona complete repairs as they diagnosed concern and ordered a part and SA would gladly take customer in the future. ****OUTBOUND CUSTOMER CALL**** Writer called customer and advised of what SA Craig advised. Customer understood. Customer is just upset because Daytona stated they did not want to provide him with a loaner as when they do they have it for a couple weeks at a time and they keep their loaners for their customers. Writer advised would discuss rental options with CM tomorrow but advised to remain patient and let repairs be completed at Daytona and further repairs can be done at CF.
06/27/2019	Part: 68461140AA Order: F2334 OMC: 78280203 Per PE Team: "Order has been upgraded to ensure priority. Stock is currently in transit to the PDC from the supplier. Tentative ETA to the dealer is the week of 7/8." ETA to dealer: Week of 7/8
06/27/2019	***Inbound Customer Call*** Customer requested a callback
06/27/2019	***OB call to customer***Customer states that CM's associate agent Michelle approved 80\$ per day for rental reimbursement which CM will oblige. Customer also stated that Michelle had told him that CM would write a letter allowing for monthly payment amount reimbursement. CM's associate never stated that this could be done as customer's vehicle is paid off. CM will not authorize any additional good will for this customer.
06/27/2019	***INBOUND CUSTOMER CALL**** Customer called requesting to speak with CM. Writer warm transferred to CM for assistance.
06/27/2019	***OB call to customer*** Customer would like to know if CM will escalate his case for buy back assistance. CM explained to customer that his case does not warrant case escalation due to vehicle repair history.
06/28/2019	***OB call to DLR***Part has not come in.
07/02/2019	As of 7/2, order F2334 invoiced from PDC UPS Tracking : Scheduled Delivery 7/2 by 12:00 PM CM contact dealer parts to confirm arrival and follow up on repairs
07/02/2019	***OB call to SA Kaitlin***Part has been delivered and vehicle repairs should be completed by 07/03.
07/02/2019	***OB call to customer*** Customer was not available to take CM's call. CM's contact information information as well as purpose of the call left in VM. CM calling to update customer on vehicle repair status.
07/05/2019	***OB call to SA Kaitlin***Vehicle repairs were completed on 07/02. Customer informed DLR that he would pick up vehicle on 07/03. Customer did not arrive to pick up vehicle.
07/05/2019	***Customer continues to ask for goodwill. CM is not approving any further goodwill for this customer.***
07/09/2019	***OB call to SA Kaitlin***Customer still has not picked up vehicle. Customers are expected to pick up vehicles 24 hours after confirmation of completion of repairs. Kaitlin states that this behavior is normal for this customer and part of the reason that the DLR will no longer provide him with a loaner vehicle.

Date	Comment
07/09/2019	***OB call to customer***Customer was not available to take CM's call. CM's contact information left in VM as well as inquiry to vehicle pick up. Customer was informed in VM that it is required that he pick up his vehicle within 24 hours of repair completion and that CM will authorize 40\$ per day for rental reimbursement to get himself to the DLR to retrieve his vehicle.
07/11/2019	***OB call to SA Kaitlin***Kaitlin states that the customer has picked up his vehicle.
07/11/2019	***OB call to customer***Customer is satisfied with the repairs completed to his vehicle. Customer would like a reimbursement for depreciation. Customer was declined by CM any reimbursements of any type. Customer asked for assistance in removing restrictions on the vehicle. CM informed customer that the restrictions on his vehicle will remain until the repairs on his vehicle have been completed. This case no longer warrants case management and will be closed.

Email(s)

Date	06/20/2019	Subject	Rental assistance [ref: 00Dj01qsDF_5003ZtBbLq:ref]	From	uscustomercare@fcagroup.com	To	[REDACTED]	Sent Date/Time	06/20/2019 23:12 PM
<p>Thank you for allowing Alfa Romeo Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is April, and I will be your advocate to ensure all questions and issues are addressed. I am including information that will be helpful to you during the duration of the repairs being made to your vehicle.</p> <p>Your case number: [REDACTED] The Alfa Romeo Premium Care telephone number: 1-844-253-2872 My direct extension: [REDACTED] My work hours: 8:00 am-6:30 pm on Monday and Tuesday or from 9:30 am to 8:00 pm on Thursday and Friday (Eastern Standard Time).</p> <p>I will contact you shortly by telephone to discuss your case. Please don't hesitate to reach out to me if you have any questions or concerns. Thank you for choosing Alfa Romeo.</p> <p>Regards, [REDACTED]</p>									

Date	06/20/2019	Subject	Rental assistance [ref: 00Dj01qsDF_5003ZtBbLq:ref]	From	uscustomercare@fcagroup.com	To	[REDACTED]	Sent Date/Time	06/20/2019 23:12 PM
<p>Thank you for allowing Alfa Romeo Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is April, and I will be your advocate to ensure all questions and issues are addressed. I am including information that will be helpful to you during the duration of the repairs being made to your vehicle.</p> <p>Your case number: [REDACTED] The Alfa Romeo Premium Care telephone number: 1-844-253-2872 My direct extension: [REDACTED] My work hours: 8:00 am-6:30 pm on Monday and Tuesday or from 9:30 am to 8:00 pm on Thursday and Friday (Eastern Standard Time).</p> <p>I will contact you shortly by telephone to discuss your case. Please don't hesitate to reach out to me if you have any questions or concerns. Thank you for choosing Alfa Romeo.</p> <p>Regards, [REDACTED]</p>									

Date	06/25/2019	Subject	ACTION REQUIRED [REDACTED] -Customer Care has escalated this case to you for your input/assistance.	From	uscustomercare@fcagroup.com	To	pssupesc@chrysler.com	Sent Date/Time	06/25/2019 17:49 PM
<p>Customer Care has escalated this case [REDACTED] to you for your input/assistance</p> <p>Case Number: [REDACTED] VIN #: [REDACTED] Description : ALFA GIULIA RWD Customer Name: [REDACTED] Customer Phone: [REDACTED] Dealer Code : 69014 Dealer Name : Alfa Romeo FIAT of Daytona Dealer Phone : 8884589401 Case Owner : Message : Part needed to complete vehicle repairs 68461140AA F23340</p> <p>Note: This is a system generated message.Please do not reply. ThankYou, Customer Care</p>									

Date	06/27/2019	Subject	RE: ACTION REQUIRED [REDACTED] -Customer Care has escalated this case to you for your input/assistance. [ref: 00Dj01qsDF_5003ZtBbLq:ref]	From	uscustomercare@fcagroup.com	To	[REDACTED]	Sent Date/Time	06/27/2019 21:39 PM
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Hello [REDACTED]

I would be happy to reimburse up to 80\$ per day for rental expenses. I have approved this in your case. Once your vehicle is repaired and returned to you, I will begin the rental reimbursement process.

Thank you for choosing Alfa Romeo,

[REDACTED]

----- Original Message -----
 From: April Hakenson [uscustomer@fcagroup.com]
 Sent: 6/25/2019 1:49 PM
 To: (pssupesc@chrysler.com)
 Subject: ACTION REQUIRED [REDACTED] -Customer Care has escalated this case to you for your input/assistance.

Customer Care has escalated this case [REDACTED] to you for your input/assistance

Case Number: [REDACTED]
 VIN #: [REDACTED]
 Description : ALFA GIULIA RWD
 Customer Name: [REDACTED]
 Customer Phone: [REDACTED]
 Dealer Code : 69014
 Dealer Name : Alfa Romeo FIAT of Daytona
 Dealer Phone : 8884589401
 Case Owner :
 Message : Part needed to complete vehicle repairs
 68461140AA
 F23340

Note: This is a system generated message. Please do not reply.
 Thank You,
 Customer Care
 ref:_00Dj01qsDF_5003ZtBbLq:ref

Date	06/27/2019	Subject	RE: ACTION REQUIRED [REDACTED] -Customer Care has escalated this case to you for your input/assistance. [ref:_00Dj01qsDF_5003ZtBbLq:ref]		
From	uscustomer@fcagroup.com	To	[REDACTED]@me.com	Sent Date/Time	06/27/2019 21:50 PM

Hello [REDACTED]

I would be happy to reimburse up to 80\$ per day for rental expenses. I have approved this in your case. Once your vehicle is repaired and returned to you, I will begin the rental reimbursement process. You may use your preferred rental company including Turo as long as you are able to provide me with an invoice or receipt.

Thank you for choosing Alfa Romeo,

April

----- Original Message -----
 From: US Customer Care [uscustomer@fcagroup.com]
 Sent: 6/27/2019 5:39 PM
 To: [REDACTED]@me.com
 Subject: RE: ACTION REQUIRED [REDACTED] -Customer Care has escalated this case to you for your input/assistance. []

Hello [REDACTED]

I would be happy to reimburse up to 80\$ per day for rental expenses. I have approved this in your case. Once your vehicle is repaired and returned to you, I will begin the rental reimbursement process.

Thank you for choosing Alfa Romeo,

April

----- Original Message -----
 From: April Hakenson [uscustomer@fcagroup.com]
 Sent: 6/25/2019 1:49 PM
 To: (pssupesc@chrysler.com)
 Subject: ACTION REQUIRED [REDACTED] -Customer Care has escalated this case to you for your input/assistance.

Customer Care has escalated this case [REDACTED] to you for your input/assistance

Case Number: [REDACTED]
 VIN #: [REDACTED]
 Description : ALFA GIULIA RWD
 Customer Name: [REDACTED]
 Customer Phone: [REDACTED]
 Dealer Code : 69014
 Dealer Name : Alfa Romeo FIAT of Daytona
 Dealer Phone : 8884589401
 Case Owner :
 Message : Part needed to complete vehicle repairs
 68461140AA
 F23340

Note: This is a system generated message. Please do not reply.
 Thank You,
 Customer Care
 ref:_00Dj01qsDF_5003ZtBbLq:ref

Date	06/27/2019	Subject	RE: ACTION REQUIRED [REDACTED] -Customer Care has escalated this case to you for your input/assistance. [ref:_00Dj01qsDF_5003ZtBbLq:ref]		
From	uscustomer@fcagroup.com	To	[REDACTED]@me.com	Sent Date/Time	06/27/2019 21:50 PM

Hello [REDACTED]

I would be happy to reimburse up to 80\$ per day for rental expenses. I have approved this in your case. Once your vehicle is repaired and returned to you, I will begin the rental reimbursement process. You may use your preferred rental company including Turo as long as you are able to provide me with an invoice or receipt.

Thank you for choosing Alfa Romeo,

April

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

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

Sent: 6/27/2019 5:39 PM

To: [REDACTED]@me.com

Subject: RE: ACTION REQUIRED [REDACTED] -Customer Care has escalated this case to you for your input/assistance. []

Hello [REDACTED]

I would be happy to reimburse up to 80\$ per day for rental expenses. I have approved this in your case. Once your vehicle is repaired and returned to you, I will begin the rental reimbursement process.

Thank you for choosing Alfa Romeo,

April

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

From: April Hakenson [uscustomecare@fcagroup.com]

Sent: 6/25/2019 1:49 PM

To: (pssupesc@chrysler.com)

Subject: ACTION REQUIRED [REDACTED] -Customer Care has escalated this case to you for your input/assistance.

Customer Care has escalated this case [REDACTED] to you for your input/assistance

Case Number: [REDACTED]

VIN #: [REDACTED]

Description : ALFA GIULIA RWD

Customer Name: [REDACTED]

Customer Phone: [REDACTED]

Dealer Code : 69014

Dealer Name : Alfa Romeo FIAT of Daytona

Dealer Phone : 8884589401

Case Owner :

Message : Part needed to complete vehicle repairs

68461140AA

F23340

Note: This is a system generated message. Please do not reply.

Thank You,

Customer Care

ref:_00Dj01qsDF_5003ZtBbLq:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	ALFA ROMEO
Body	GAFL41	Vehicle	ALFA GIULIA RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/25/2019	CAIR Type	Regular	Status	Closed
Close Date	10/22/2019	Origin	Telephone	Reason	
Mileage	12,144 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	CHICAGO	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address	LN				
	ORLANDO		FL		USA
Dealer	69019	ALFA ROMEO FIAT OF WINTER HAVEN		Dealer Phone	8635952135
Dealer Address	190 AVENUE K SW				
	WINTER HAVEN		FL	33880 3917	USA
Dealer Zone	Southeast	Sales District		Service District	W
Subject	Stalled out				
Synopsis	Matter referred to Warranty Litigation to open as an ERP file, vehicle does not qualify for lemon law as it is a used vehicle closing case...				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C209	Roadside towing vehicle damage	Customer Anomaly	30	General engine issues
Reason Code	After Sales - Complaint - Roadside Assistance - Roadside Assistance - Towing - Vehicle Damaged				

Case Status History

Create Date	Status
06/25/2019 12:59 PM	Open
07/09/2019 08:29 PM	Closed
10/21/2019 05:03 PM	Open
10/22/2019 03:09 PM	Closed

Initial Description

RSA requested

Case Comments

Date	Comment
06/25/2019	Inbound Dealer Call: SM Tim called in requesting for a Customer's vehicle to be towed to the dealer. CM requested Customer's vehicle and contact info and advised that they would reach out. Outbound Customer Call: (407) 451-7340 CM reached out to Customer and found that for the second time the vehicle has stalled out and that they require a tow to the dealer. Outbound Roadside Call: (855) 299-1368 CM connected Customer to RSA and spoke to Connie to set up a tow to the dealer. Connie advised that the Customer would be covered for a tow to the dealer nearest to them. Customer became irate and stated that they wanted to take it to the one where they purchased the vehicle. Connie attempted to inform Customer that there would be overages on the tow. Customer began yelling at Connie stating that they do not care and that the Alfa Romeo of Winterhaven is either gonna fix it or replace it. Connie advised that they would reach out once a provider was secured and an ETA was verified.
06/25/2019	Outbound Roadside Call: CM reached out to RSA and found that there is a 30 minute ETA remaining on this tow.
06/27/2019	Outbound Dealer Call: CM reached out to the dealer to request an update. SA Brad advised that the vehicle has already been delivered back to the customer. Starter relay switch was replaced and that resolved the issue. Outbound Customer Call: (407) 451-7340 CM was unable to reach Customer for a follow up call. LVM requesting a call back.
06/28/2019	Customer replied to CM's follow up e-mail and advised that after the vehicle stalled out on the highway that they would like more time to test drive the vehicle before they confirm that they are satisfied with the repairs. CM advised Customer that they will set a follow up for next Friday but that if Customer required any assistance to contact CM for assistance.
07/05/2019	Outbound Customer Call: CM was unable to reach Customer for a follow up call: LVM requesting a call back.
10/21/2019	Brent Wikgren - Attorney - MVDN/Final Chance to Repair/Lemon Law Notice Reassigned to Business Center for review and handling.
10/22/2019	SEBC RECEIVED.
10/22/2019	Matter referred to Warranty Litigation to open as an ERP file, vehicle does not qualify for lemon law as it is a used vehicle closing case...

Email(s)

Date	06/27/2019	Subject	Alfa Romeo Premium Care [ref: _00Dj01qsDF_5003ZtU10n:ref]		
From	alfaromeocustomer@fcagroup.com	To	msn.com	Sent Date/Time	06/27/2019 17:59 PM
Hello					
<p>This is Carlos with Alfa Romeo Premium Care. I am sending this email because your servicing Alfa Romeo dealership has informed me that your vehicle has been repaired and returned to you. I would like to verify that everything is okay and you are satisfied with the repairs. If you could at your earliest convenience, please respond to this email or contact me directly at the number below.</p> <p>Thank You for choosing Alfa Romeo,</p> <p>Carlos Alfa Romeo Brand Ambassador 844-253-2872 Ext. 4060070 Case Number: ref: _00Dj01qsDF_5003ZtU10n:ref</p>					

Date	06/28/2019	Subject	Re: Alfa Romeo Premium Care [ref: _00Dj01qsDF_5003ZtU10n:ref]		
From	msn.com	To	alfaromeocustomer@fcagroup.com	Sent Date/Time	06/28/2019 01:10 AM

Thank you for your email. Because this faulty part, relay switch in the starter, caused me so much much stress and trauma due to the vehicle stopping in the middle of an extremely busy highway leaving me without power to my new vehicle, I am not convinced yet that I am satisfied until I am able to give it more than a one day test. This was a very traumatic experience that has taken the excitement away from me enjoying my vehicle at this time as I don't know if this is just waiting to happen again to cause a horrible accident and injury to myself and others as I am sure this was replaced with the same part that faulted the first time.

I am happy to follow up in a week.

Kind regards.
Diane
Sent from my iPad

On Jun 27, 2019, at 1:59 PM, Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com> wrote:

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I am sending this email because your servicing Alfa Romeo dealership has informed me that your vehicle has been repaired and returned to you. I would like to verify that everything is okay and you are satisfied with the repairs. If you could at your earliest convenience, please respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED] <http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eoOhy>
ref:_00Dj01qsDF_5003ZtU10n:ref

Date	06/28/2019	Subject	Re: Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtU10n:ref]
From	alfaromeocustomer@fcagroup.com	To	[REDACTED]@msn.com
		Sent Date/Time	06/28/2019 14:40 PM

Hello [REDACTED]

You're welcome! I can definitely understand that the experience you had would raise some concerns in that regard. What I will do is I will set a follow up for next Friday 07/05 and give you a call on that date. However, if you have any questions, concerns, or require any assistance prior to my next follow up. Please let me know and I will gladly assist you as soon as possible.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: [REDACTED]@msn.com
Sent: 6/27/2019 9:10 PM
To: alfaromeocustomer@fcagroup.com
Subject: Re: Alfa Romeo Premium Care []

Thank you for your email. Because this faulty part, relay switch in the starter, caused me so much much stress and trauma due to the vehicle stopping in the middle of an extremely busy highway leaving me without power to my new vehicle, I am not convinced yet that I am satisfied until I am able to give it more than a one day test. This was a very traumatic experience that has taken the excitement away from me enjoying my vehicle at this time as I don't know if this is just waiting to happen again to cause a horrible accident and injury to myself and others as I am sure this was replaced with the same part that faulted the first time.

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ref:_00Dj01qsDF_5003ZtU10n:ref

Date	06/28/2019	Subject	Re: Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtU10n:ref]
From	alfaromeocustomer@fcagroup.com	To	[REDACTED]@msn.com
		Sent Date/Time	06/28/2019 14:40 PM

Hello [REDACTED]

You're welcome! I can definitely understand that the experience you had would raise some concerns in that regard. What I will do is I will set a follow up for next Friday 07/05 and give you a call on that date. However, if you have any questions, concerns, or require any assistance prior to my next follow up. Please let me know and I will gladly assist you as soon as possible.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: [REDACTED] msn.com]
Sent: 6/27/2019 9:10 PM
To: alfaromeocustomer@fcagroup.com
Subject: Re: Alfa Romeo Premium Care []

Thank you for your email. Because this faulty part, relay switch in the starter, caused me so much much stress and trauma due to the vehicle stopping in the middle of an extremely busy highway leaving me without power to my new vehicle, I'm not convinced yet that I am satisfied until I'm able to give it more than a one day test. This was a very traumatic experience that has taken the excitement away from me enjoying my vehicle at this time as I don't know if this is just waiting to happen again to cause a horrible accident and injury to myself and others as I'm sure this was replaced with the same part that faulted the first time.

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Sent from my iPad

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Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I am sending this email because your servicing Alfa Romeo dealership has informed me that your vehicle has been repaired and returned to you. I would like to verify that everything is okay and you are satisfied with the repairs. If you could at your earliest convenience, please respond to this email or contact me directly at the number below.

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Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED] <http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eoOhY>
ref:_00Dj01qsDF_5003ZtU10n:ref

Date	07/05/2019	Subject	Re: Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtU10n:ref]
From	alfaromeocustomer@fcagroup.com	To	[REDACTED] msn.com Sent Date/Time 07/05/2019 14:46 PM

Hello [REDACTED]

I wanted to reach out now that you have had some additional time to drive the vehicle to verify that the repairs done for your vehicle at your local servicing Alfa Romeo dealership have successfully repaired the vehicle. If you could at your earliest convenience, please respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
Sent: 6/28/2019 10:40 AM
To: [REDACTED]@msn.com
Subject: Re: Alfa Romeo Premium Care []

Hello [REDACTED]

You're welcome! I can definitely understand that the experience you had would raise some concerns in that regard. What I will do is I will set a follow up for next Friday 07/05 and give you a call on that date. However, if you have any questions, concerns, or require any assistance prior to my next follow up. Please let me know and I will gladly assist you as soon as possible.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: [REDACTED]@msn.com
Sent: 6/27/2019 9:10 PM
To: alfaromeocustomer@fcagroup.com
Subject: Re: Alfa Romeo Premium Care []

Thank you for your email. Because this faulty part, relay switch in the starter, caused me so much stress and trauma due to the vehicle stopping in the middle of an extremely busy highway leaving me without power to my new vehicle, I'm not convinced yet that I am satisfied until I'm able to give it more than a one day test. This was a very traumatic experience that has taken the excitement away from me enjoying my vehicle at this time as I don't know if this is just waiting to happen again to cause a horrible accident and injury to myself and others as I'm sure this was replaced with the same part that faulted the first time.

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Sent from my iPad

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Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED] <http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj000001qsDF&esid=0183Z00000eoOhy>
ref:_00Dj01qsDF_5003ZtU10n:ref

Date	07/05/2019	Subject	Re: Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtU10n:ref]		
From	[REDACTED]@msn.com	To	alfaromeocustomer@fcagroup.com	Sent Date/Time	07/05/2019 16:03 PM

Thank you Carlos.

It seems as though all is working. I no longer drive without the device turned off (meaning that the engine won't stop at lights) as I don't feel comfortable that this won't happen again. So far so good on that. Can you confirm that the part that was switched out isn't the same defective part that was taken out - meaning this isn't replaced with the exact same part that is faulty?

Thank you for your follow up, it is greatly appreciated.

Diane

From: Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com>
Sent: Friday, July 5, 2019 10:46 AM
To: [REDACTED]@msn.com
Subject: Re: Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtU10n:ref]

Hello [REDACTED]

I wanted to reach out now that you have had some additional time to drive the vehicle to verify that the repairs done for your vehicle at your local servicing Alfa Romeo dealership have successfully repaired the vehicle. If you could at your earliest convenience, please respond to this email or contact me directly at the number below.

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Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>]
Sent: 6/28/2019 10:40 AM
To: [REDACTED]@msn.com<mailto:[REDACTED]@msn.com>
Subject: Re: Alfa Romeo Premium Care []

Hello [REDACTED]

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Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: [REDACTED]@msn.com<mailto:[REDACTED]@msn.com>
Sent: 6/27/2019 9:10 PM
To: alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>
Subject: Re: Alfa Romeo Premium Care []

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844-253-2872 Ext. 4060070
Case Number: [REDACTED] <http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj000001qsDF&esid=0183Z00000eoOhy>
[<http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj000001qsDF&esid=0183Z00000eRuoJ>]
ref:_00Dj01qsDF_5003ZtU10n:ref

Date	07/05/2019	Subject	Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtU10n:ref]		
From	alfaromeocustomer@fcagroup.com	To	[REDACTED]@msn.com	Sent Date/Time	07/05/2019 16:54 PM

Hello [REDACTED]

Yes, ma'am I have confirmed that they replaced your starter relay with a brand new starter relay. The faulty starter relay has been shipped back to the manufacturer. I hope that does serve to ease some of your concerns about your vehicle.

It is my pleasure to help [REDACTED]. Please let me know and I will gladly assist you. Otherwise, I will leave your case open for two more days prior to closing it. If you have any questions or concerns, feel free to respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: [REDACTED] [REDACTED] msn.com]
Sent: 7/5/2019 12:03 PM
To: alfaromeocustomercare@fcagroup.com
Subject: Re: Alfa Romeo Premium Care []

Thank you Carlos.

It seems as though all is working. I no longer drive without the device turned off (meaning that the engine won't stop at lights) as I don't feel comfortable that this won't happen again. So far so good on that. Can you confirm that the part that was switched out isn't the same defective part that was taken out - meaning this isn't replaced with the exact same part that is faulty?

Thank you for your follow up, it is greatly appreciated.

Diane

From: Alfa Romeo Customer Care <alfaromeocustomercare@fcagroup.com>
Sent: Friday, July 5, 2019 10:46 AM
To: [REDACTED] msn.com
Subject: Re: Alfa Romeo Premium Care []

Hello [REDACTED]

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Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: Alfa Romeo Customer Care [alfaromeocustomercare@fcagroup.com<mailto:alfaromeocustomercare@fcagroup.com>]
Sent: 6/28/2019 10:40 AM
To: [REDACTED] msn.com<mailto:[REDACTED] msn.com>
Subject: Re: Alfa Romeo Premium Care []

Hello [REDACTED]

You're welcome! I can definitely understand that the experience you had would raise some concerns in that regard. What I will do is I will set a follow up for next Friday 07/05 and give you a call on that date. However, if you have any questions, concerns, or require any assistance prior to my next follow up. Please let me know and I will gladly assist you as soon as possible.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: [REDACTED] [REDACTED] msn.com<mailto:[REDACTED] msn.com>]
Sent: 6/27/2019 9:10 PM
To: alfaromeocustomercare@fcagroup.com<mailto:alfaromeocustomercare@fcagroup.com>
Subject: Re: Alfa Romeo Premium Care []

Thank you for your email. Because this faulty part, relay switch in the starter, caused me so much stress and trauma due to the vehicle stopping in the middle of an extremely busy highway leaving me without power to my new vehicle, I'm not convinced yet that I am satisfied until I'm able to give it more than a one day test. This was a very traumatic experience that has taken the excitement away from me enjoying my vehicle at this time as I don't know if this is just waiting to happen again to cause a horrible accident and injury to myself and others as I'm sure this was replaced with the same part that faulted the first time.

I'm happy to follow up in a week.

Kind regards.
Diane
Sent from my iPad

On Jun 27, 2019, at 1:59 PM, Alfa Romeo Customer Care <alfaromeocustomercare@fcagroup.com<mailto:alfaromeocustomercare@fcagroup.com>> wrote:

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I am sending this email because your servicing Alfa Romeo dealership has informed me that your vehicle has been repaired and returned to you. I would like to verify that everything is okay and you are satisfied with the repairs. If you could at your earliest convenience, please respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070

Case Number: [redacted] http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eoOhy]
[http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eRuoJ]
ref:_00Dj01qsDF_5003ZtU10n:ref

Date	07/09/2019	Subject	Alfa Romeo Premium Care [ref: _00Dj01qsDF_5003ZtU10n:ref]		
From	alfaromeocustomer@fcagroup.com	To	[redacted]@msn.com	Sent Date/Time	07/09/2019 20:04 PM

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. At this moment I will be closing this case, if you have any questions, concerns or require further assistance, feel free to contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
Sent: 7/5/2019 12:54 PM
To: [REDACTED]@msn.com
Subject: Alfa Romeo Premium Care []

Hello [REDACTED]

Yes, ma'am I have confirmed that they replaced your starter relay with a brand new starter relay. The faulty starter relay has been shipped back to the manufacturer. I hope that does serve to ease some of your concerns about your vehicle.

It is my pleasure to help [REDACTED]. Please let me know and I will gladly assist you. Otherwise, I will leave your case open for two more days prior to closing it. If you have any questions or concerns, feel free to respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: [REDACTED]@msn.com
Sent: 7/5/2019 12:03 PM
To: alfaromeocustomer@fcagroup.com
Subject: Re: Alfa Romeo Premium Care []

Thank you Carlos.

It seems as though all is working. I no longer drive without the device turned off (meaning that the engine won't stop at lights) as I don't feel comfortable that this won't happen again. So far so good on that. Can you confirm that the part that was switched out isn't the same defective part that was taken out - meaning this isn't replaced with the exact same part that is faulty?

Thank you for your follow up, it is greatly appreciated.

Diane

From: Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com>
Sent: Friday, July 5, 2019 10:46 AM
To: [REDACTED]@msn.com
Subject: Re: Alfa Romeo Premium Care []

Hello [REDACTED]

I wanted to reach out now that you have had some additional time to drive the vehicle to verify that the repairs done for your vehicle at your local servicing Alfa Romeo dealership have successfully repaired the vehicle. If you could at your earliest convenience, please respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>]
Sent: 6/28/2019 10:40 AM
To: [REDACTED]@msn.com<mailto:[REDACTED]@msn.com>
Subject: Re: Alfa Romeo Premium Care []

Hello [REDACTED]

You're welcome! I can definitely understand that the experience you had would raise some concerns in that regard. What I will do is I will set a follow up for next Friday 07/05 and give you a call on that date. However, if you have any questions, concerns, or require any assistance prior to my next follow up. Please let me know and I will gladly assist you as soon as possible.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: [REDACTED]@msn.com<mailto:[REDACTED]@msn.com>
Sent: 6/27/2019 9:10 PM
To: alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>
Subject: Re: Alfa Romeo Premium Care []

Thank you for your email. Because this faulty part, relay switch in the starter, caused me so much stress and trauma due to the vehicle stopping in the middle of an extremely busy highway leaving me without power to my new vehicle, I'm not convinced yet that I am satisfied until I'm able to give it more than a one day test. This was a very traumatic experience that has taken the excitement away from me enjoying my vehicle at this time as I don't know if this is just waiting to happen again to cause a horrible accident and injury to myself and others as I'm sure this was replaced with the same part that faulted the first time.

I'm happy to follow up in a week.

Kind regards.
Diane
Sent from my iPad

On Jun 27, 2019, at 1:59 PM, Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com> wrote:

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I am sending this email because your servicing Alfa Romeo dealership has informed me that your vehicle has been repaired and returned to you. I would like to verify that everything is okay and you are satisfied with the repairs. If you could at your earliest convenience, please respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED] <http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eoOhY>
[<http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eRuoJ>]
ref:_00Dj01qsDF_5003ZtU10n:ref

Date	07/09/2019	Subject	Regarding your Case [REDACTED] /? propos de votre dossier [REDACTED] Referente a su caso [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED] msn.com
		Sent Date/Time	07/09/2019 22:51 PM

Dear [REDACTED]
Thank you for contacting Alfa Romeo Customer Care.
Our records indicate that case number [REDACTED] is closed.
If you require further assistance please contact us at (844) 253-2872 and we would be happy to assist.
Thank you and have a great day.
Alfa Romeo Customer Care

Madame, Monsieur [REDACTED]
Nous vous remercions d'avoir communiqué avec le service à la clientèle de Alfa Romeo.
Selon nos renseignements, le dossier [REDACTED] a été clos.
Si vous avez besoin de plus d'aide, n'hésitez pas à nous contacter au (844) 253-2872. Nous serons heureux de pouvoir vous aider.
Nous vous remercions et vous souhaitons une excellente journée.
Le Service à la Clientèle de Alfa Romeo

Estimado [REDACTED]
Le agradecemos que haya contactado a Alfa Romeo Customer Care.
Nuestros registros indican que el número de caso [REDACTED] se encuentra concluido.
Si necesita asistencia adicional, comuníquese con nosotros por teléfono al (844) 253-2872 y con gusto lo ayudaremos.
Muchas gracias y que tenga un excelente día.
Centro de Atención de Alfa Romeo

Date	07/09/2019	Subject	Re: Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtU10n:ref]
From	[REDACTED] msn.com	To	alfaromeocustomer@fcagroup.com
		Sent Date/Time	07/09/2019 22:51 PM

Thank you for all your help.

Sent from my iPad

On Jul 9, 2019, at 4:04 PM, Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>> wrote:

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. At this moment I will be closing this case, if you have any questions, concerns or require further assistance, feel free to contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>]
Sent: 7/5/2019 12:54 PM
To: [REDACTED] msn.com<mailto:[REDACTED] msn.com>
Subject: Alfa Romeo Premium Care []

Hello [REDACTED]

Yes, ma'am I have confirmed that they replaced your starter relay with a brand new starter relay. The faulty starter relay has been shipped back to the manufacturer. I hope that does serve to ease some of your concerns about your vehicle.

It is my pleasure to help [REDACTED]. Please let me know and I will gladly assist you. Otherwise, I will leave your case open for two more days prior to closing it. If you have any questions or concerns, feel free to respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: [REDACTED] msn.com<mailto:[REDACTED] msn.com>]
Sent: 7/5/2019 12:03 PM
To: alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>
Subject: Re: Alfa Romeo Premium Care []

Thank you Carlos.

It seems as though all is working. I no longer drive without the device turned off (meaning that the engine won't stop at lights) as I don't feel comfortable that this won't happen again. So far so good on that. Can you confirm that the part that was switched out isn't the same defective part that was taken out - meaning this isn't replaced with the exact same part that is faulty?

Thank you for your follow up, it is greatly appreciated.

Diane

From: Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>>
Sent: Friday, July 5, 2019 10:46 AM
To: [REDACTED] msn.com<mailto:[REDACTED] msn.com>
Subject: Re: Alfa Romeo Premium Care []

Hello [REDACTED]

I wanted to reach out now that you have had some additional time to drive the vehicle to verify that the repairs done for your vehicle at your local servicing Alfa Romeo dealership have successfully repaired the vehicle. If you could at your earliest convenience, please respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>
<mailto:alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>>]
Sent: 6/28/2019 10:40 AM
To: [REDACTED] msn.com<mailto:[REDACTED] msn.com><mailto:[REDACTED] msn.com<mailto:[REDACTED] msn.com>>
Subject: Re: Alfa Romeo Premium Care []

Hello [REDACTED]

You're welcome! I can definitely understand that the experience you had would raise some concerns in that regard. What I will do is I will set a follow up for next Friday 07/05 and give you a call on that date. However, if you have any questions, concerns, or require any assistance prior to my next follow up. Please let me know and I will gladly assist you as soon as possible.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: [REDACTED] msn.com<mailto:[REDACTED] msn.com><mailto:[REDACTED] msn.com<mailto:[REDACTED] msn.com>>]
Sent: 6/27/2019 9:10 PM
To: alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>
<mailto:alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>>
Subject: Re: Alfa Romeo Premium Care []

Thank you for your email. Because this faulty part, relay switch in the starter, caused me so much stress and trauma due to the vehicle stopping in the middle of an extremely busy highway leaving me without power to my new vehicle, I'm not convinced yet that I am satisfied until I'm able to give it more than a one day test. This was a very traumatic experience that has taken the excitement away from me enjoying my vehicle at this time as I don't know if this is just waiting to happen again to cause a horrible accident and injury to myself and others as I'm sure this was replaced with the same part that faulted the first time.

I'm happy to follow up in a week.

Kind regards,
Diane
Sent from my iPad

On Jun 27, 2019, at 1:59 PM, Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com> wrote:
<mailto:alfaromeocustomer@fcagroup.com>
<mailto:alfaromeocustomer@fcagroup.com>
<mailto:alfaromeocustomer@fcagroup.com>

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I am sending this email because your servicing Alfa Romeo dealership has informed me that your vehicle has been repaired and returned to you. I would like to verify that everything is okay and you are satisfied with the repairs. If you could at your earliest convenience, please respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED] <http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eoOhyj>
[<http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eRuoJ>]
[<http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eSG7>]

ref__00Dj01qsDF_5003ZtU10n:ref

Date 07/10/2019 Subject Regarding your Case [REDACTED] /? propos de votre dossier [REDACTED] Referente a su caso [REDACTED]
From uscustomer@fcagroup.com To [REDACTED] msn.com Sent Date/Time 07/10/2019 22:28 PM

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

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

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

Date 07/10/2019 Subject Re: Alfa Romeo Premium Care [ref__00Dj01qsDF_5003ZtU10n:ref]
From [REDACTED] msn.com To alfaromeocustomer@fcagroup.com Sent Date/Time 07/10/2019 22:28 PM

Thank you so much!

On Jul 5, 2019 12:54 PM, Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com> wrote:
Hello [REDACTED]

Yes, ma'am I have confirmed that they replaced your starter relay with a brand new starter relay. The faulty starter relay has been shipped back to the manufacturer. I hope that does serve to ease some of your concerns about your vehicle.

It is my pleasure to help [REDACTED]. Please let me know and I will gladly assist you. Otherwise, I will leave your case open for two more days prior to closing it. If you have any questions or concerns, feel free to respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: [REDACTED] msn.com<mailto:[REDACTED] msn.com>]
Sent: 7/5/2019 12:03 PM
To: alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>
Subject: Re: Alfa Romeo Premium Care []

Thank you Carlos.

It seems as though all is working. I no longer drive without the device turned off (meaning that the engine won't stop at lights) as I don't feel comfortable that this won't happen again. So far so good on that. Can you confirm that the part that was switched out isn't the same defective part that was taken out - meaning this isn't replaced with the exact same part that is faulty?

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Diane

From: Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>>
Sent: Friday, July 5, 2019 10:46 AM
To: [REDACTED] msn.com<mailto:[REDACTED] msn.com>
Subject: Re: Alfa Romeo Premium Care []

Hello [REDACTED]

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Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>
<mailto:alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>>]
Sent: 6/28/2019 10:40 AM
To: [REDACTED] msn.com<mailto:[REDACTED] msn.com><mailto:[REDACTED] msn.com<mailto:[REDACTED] msn.com>>
Subject: Re: Alfa Romeo Premium Care []

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Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: [REDACTED] msn.com<mailto:[REDACTED] msn.com><mailto:[REDACTED] msn.com<mailto:[REDACTED] msn.com>>]
Sent: 6/27/2019 9:10 PM
To: alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>
<mailto:alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>>
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Sent from my iPad

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<mailto:alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>>
<mailto:alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>>
<mailto:alfaromeocustomer@fcagroup.com<mailto:alfaromeocustomer@fcagroup.com>>>> wrote:

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Thank You for choosing Alfa Romeo.

Carlos

Alfa Romeo Brand Ambassador

844-253-2872 Ext. 4060070

Case Number: [REDACTED] <http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eoOhy>

[\[http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eRuoJ\]](http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eRuoJ)

[\[http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eRw72\]](http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000eRw72)

ref:_00Dj01qsDF_5003ZtU10n:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAFT41	Vehicle	ALFA GIULIA TI RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/26/2019	CAIR Type	Regular	Status	Closed
Close Date	06/26/2019	Origin	Roadside Assistance	Reason	
Mileage	20,000 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]			Source	FCA
Caller City	FORT LAUDERDALE	Caller Country	USA	Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]				
	FORT LAUDERDALE		FL		USA
Dealer	69369	Palmetto Alfa Romeo FIAT		Dealer Phone	3053428500
Dealer Address	13110 BISCAYNE BLVD				
	NORTH MIAMI		FL	33181 2041	USA
Dealer Zone	Southeast	Sales District		Service District	V
Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				
Contact Reason	C88	Roadside Event	Customer Anomaly	130	Roadside - Start/Stall
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

	Create Date	Status
	06/26/2019 01:32 PM	Closed

Initial Description

PALMETTO ALFA ROMEO FIAT
 69369
 STALLED – NOW STUCK IN PARK

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAFL41	Vehicle	ALFA GIULIA RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/26/2019	CAIR Type	Regular	Status	Closed
Close Date	06/26/2019	Origin	Roadside Assistance	Reason	
Mileage	4,750 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]			Source	FCA
Caller City	CORAL GABLES	Caller Country	USA	Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]				
	CORAL GABLES		FL		USA
Dealer	69369	Palmetto Alfa Romeo FIAT		Dealer Phone	3053428500
Dealer Address	13110 BISCAYNE BLVD				
	NORTH MIAMI		FL		33181 2041
Dealer Zone	Southeast	Sales District		Service District	V
Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				
Contact Reason	C88	Roadside Event		Customer Anomaly	130
					Roadside - Start/Stall
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

	Create Date	Status
	06/26/2019 01:51 PM	Closed

Initial Description

PALMETTO ALFA ROMEO FIAT
 69369
 veh stalled // on the side of NE 146th St // cust cvrd for tow to PALMETTO ALFA ROMEO FIAT

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAGT41	Vehicle	ALFA GIULIA TI AWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/26/2019	CAIR Type	Regular	Status	Closed
Close Date	07/10/2019	Origin	Telephone	Reason	
Mileage	19,324 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[REDACTED]				
Customer Address	CINCINNATI		OH		USA
Dealer	69251	ALFA ROMEO OF WASHINGTON, DC		Dealer Phone	7034783606
Dealer Address	45235 TOWLERN PLACE		VA	20166 2506	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	6
Subject	Roadside assistance				
Synopsis	Customer satisfied with repairs, closing case.				
Customer Anomaly					
Contact Reason	C94	Roadside coverage		Customer Anomaly	
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - Roadside Assistance - Coverage Inquiry				

Case Status History

	Create Date	Status
	06/26/2019 06:03 PM	Open
	07/10/2019 02:05 PM	Closed

Initial Description

CEL and vehicle shut off

Case Comments

Date	Comment
06/26/2019	***IB FROM CUSTOMER [REDACTED] New owner Martha Jackson called, states vehicle stalled in the middle of the road, was able to start it and pulled into a Mall parking lot, states now the CEL is on and wants vehicle towed to dlr. Customer states the only close dlr is in Washington DC.
06/26/2019	***OB TO RA*** Warm transferred customer to Christine.
06/26/2019	***OB TO CUSTOMER [REDACTED] Customer states provider just texted her and stated they are on the way, customer is concerned because the dlr closes at 5 and they have a vehicle for her but if they get their late they will be closed. ***OB TO RA*** Spoke with Eric, contacted provider, states ETA is 15 minutes, dlr is 20 miles away from customer.
06/26/2019	***OB TO CUSTOMER [REDACTED] LM on VM that the ETA is 15 minutes, dlr 20 miles away, stated that customer should contact dlr, see if the loaner can be left with someone in sales, also stated to have customer call cm back.
06/26/2019	***IB FROM CUSTOMER*** Customer states she is ready to drive to the dlr, cm advised that cm will contact the dlr to see if they can put a loaner aside in the sales department. ***OB TO DLR*** Warm transferred customer to Brian who can leave a loaner for the customer.
06/26/2019	***OB TO RA*** Spoke with Dawson, provider has GPS on vehicle, it is 5 miles away but is moving slow, driver stuck in traffic.
06/26/2019	CM advised will follow up with customer in 15 minutes.
06/26/2019	***OB TO CUSTOMER [REDACTED] Customer states provider is still not there and it has been 3 hours, customer is 2 miles or less from the Mall and wants to know if provider can come there. Address is 10292 Copeland Dr.
06/26/2019	***OB TO RA*** Spoke with Elizabeth, while speaking with RaA the driver showed up.
06/28/2019	Marta Jackson is the current owner in Webcoin, Canavan is the original owner.
06/28/2019	***OB TO DLR 703-478-3606*** Spoke with Brian, states in diagnostic stages, customer is in a loaner. Brian states customer has had vehicle in before just because she purchased used, did not understand Auto ss. States no issue when vehicle came in, no codes.
07/02/2019	***OB TO DLR 703-478-3606*** LM on Vm for SA Ramon Paul.
07/02/2019	***OB TO CUSTOMER [REDACTED] Customer states has heard from dlr, they are working with star, cm advised lm for the dlr to contact cm and will contact customer once cm has a repair status.
07/02/2019	STAR TICKET.....Dlr unable to get vehicle to duplicate shutting down, dlr recommended to replace something, star agent states if issue cannot be duplicated to return vehicle to customer.
07/03/2019	STAR TICKET.....Dlr states on 7/2, if unable to duplicate will be returning vehicle to customer.
07/03/2019	***OB TO DLR*** LM on VM for the service department.
07/05/2019	***OB TO CUSTOMER [REDACTED] Customer states still does not have her vehicle, states the dlr is still able to see the codes coming up, customer states with them on Wednesday.
07/05/2019	***OB TO DLR 703-478-3606*** Spoke with Brian, states they have ordered a fuel pump relay, states will do some quality control, vehicle should be ready by Monday or Tuesday, part will come in today.
07/05/2019	***OB TO CUSTOMER [REDACTED] Cm advised customer of the repairs and vehicle should be ready by Monday or Tuesday.
07/10/2019	***OB TO CUSTOMER [REDACTED] Customer states received her vehicle back on Monday and satisfied with repairs, states the personnel at the dlr was wonderful. Customer thanked cm for assistance and stated if she needs assistance again would like cm to help, cm stated that customer only has to ask for cm when calling us. CM branded the call, closing case.

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAFL41	Vehicle	ALFA GIULIA RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/26/2019	CAIR Type	Regular	Status	Closed
Close Date	06/26/2019	Origin	Roadside Assistance	Reason	
Mileage	3,900 Miles	Market	U	Language	English
Contact Email		Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]	Source	FCA	Caller Postal Code	[REDACTED]
Caller City	LOS ANGELES	Caller Country	USA		
Customer	[REDACTED] L				
Customer Address	[REDACTED]				
	LOS ANGELES		CA		USA
Dealer	69146	ALFA ROMEO AND FIAT OF GLENDALE		Dealer Phone	8185001750
Dealer Address	600 S BRAND BLVD				
	GLENDALE		CA	91204 1736	USA
Dealer Zone	California	Sales District		Service District	5
Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				
Contact Reason	C88	Roadside Event		Customer Anomaly	130
					Roadside - Start/Stall
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

	Create Date	Status
	06/26/2019 06:24 PM	Closed

Initial Description

ALFA ROMEO AND FIAT OF GLENDALE
 8185001750
 69146
 2 rider cust is in front of 1740 w temple st vehc stalled

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAGT41	Vehicle	ALFA GIULIA TI AWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/27/2019	CAIR Type	Regular	Status	Closed
Close Date	06/27/2019	Origin	Roadside Assistance	Reason	
Mileage	13,024 Miles	Market	U	Language	English
Contact Email		Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]	Caller Country	USA	Source	FCA
Caller City	MANASSAS			Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]				
	MANASSAS		VA	[REDACTED]	USA
Dealer	69069	SAFFORD ALFA ROMEO OF TYSONS CORNE		Dealer Phone	7038930000
Dealer Address	8448 LEESBURG PIKE				
	VIENNA		VA	22182 2403	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	6
Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				
Contact Reason	C88	Roadside Event		Customer Anomaly	130
					Roadside - Start/Stall
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

	Create Date	Status
	06/27/2019 09:42 AM	Closed

Initial Description

ALFA ROMEO FIAT OF ARLINGTON
 5717234801
 69273
 stalled--no passengers but will be waiting with vehicleparked nears Sears @ manassas mall

Case Comments

Date	Comment
09/04/2019	**IB FROM CUSTOMER** Customer states is going to take a trip and will get her maintenance completed in New Port news, when she gets back she is going to take her vehicle to Safford for a Hood and Trunk issue, cm advised customer can contact cm and cm will open a case and follow repair status.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	ALFA ROMEO
Body	GAGT41	Vehicle	ALFA GIULIA TI AWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/28/2019	CAIR Type	Regular	Status	Closed
Close Date	07/29/2019	Origin	Telephone	Reason	
Mileage	18,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address	DIX HILLS		NY		USA
Dealer	69035	ALFA ROMEO FIAT OF WESTBURY		Dealer Phone	5163938500
Dealer Address	928 JERICHO TPKE				
	WESTBURY		NY	1512	USA
Dealer Zone	Northeast	Sales District		Service District	2
Subject	Stalled out				
Synopsis	Customer is satisfied with their vehicle and the services provided to them.				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C209	Roadside towing vehicle damage	Customer Anomaly	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Roadside Assistance - Roadside Assistance - Towing - Vehicle Damaged				

Case Status History

	Create Date	Status
	06/28/2019 06:44 PM	Open
	07/29/2019 02:06 PM	Closed

Initial Description

Customer requesting RSA

Case Comments

Date	Comment
06/29/2019	Vehicle has arrived at dealership Alfa Romeo FIAT of Westbury and attended by dealer employee
07/02/2019	CM opened this case due to the dealer calling in and requesting rental assistance for the customer as they do not have a vehicle to provide them with. CM contacted the customer and informed them that they would be approved for a rental at up to \$75.00 per day. Outbound Dealer Call: [REDACTED] CM was unable to reach the dealer for an update. LVM requesting a call back.
07/02/2019	SA Will called in and advised that they have not been able to look at this vehicle yet but that they will soon be diagnosing for a check engine light, electronic throttle control light, and stalling.
07/08/2019	SA Fernando advised that the vehicle is in line to be seen by their diagnostician but that they are unable to provide an ETA on when the diagnosis would be completed.
07/10/2019	***IB FROM CUSTOMER [REDACTED] Customer called, states he has reached out to the dlr 4 to 5 times and they are not returning customer's calls. CM advised of update from cm. Customer states has been in a rental out of pocket for 10 or 11 days and wants to know there is an end in sight, even though CAC will be reimbursing. Customer claims he purchased this vehicle at that dlr and wants to know when a loaner will become available so he can turn in his rental. Customer would like a follow up call from cm.
07/10/2019	Outbound Dealer Call: [REDACTED] CM was unable to reach the service dept. at the dealer. LVM Requesting a call back. Outbound Customer Call: [REDACTED] CM was unable to reach Customer to inform them that no update is available at this time but would follow up with them as soon as one is. LVM requesting a call back if they have any questions.
07/11/2019	Outbound Dealer Call: [REDACTED] CM was unable to reach the service dept. at the dealer. CM did not LVM as they will not get a call back anyways. CM will try again later in the day.
07/11/2019	Outbound Dealer Call: [REDACTED] CM was unable to reach the service dept. at the dealer. CM did not LVM as they will not get a call back anyways. CM will try again later in the day.
07/11/2019	Inbound Dealer Call: [REDACTED] SA Fernando called in and advised that the vehicle is in line to be seen by the lead diagnostician and that it may not be seen until next week.
07/16/2019	Inbound Dealer Call: [REDACTED] CM spoke to SA Will and found that the vehicle seems to have been repaired already. SA advised that a power steering connector was not fully secured and that it was cleaned out and properly secured to repair the vehicle. SA advised that the vehicle is on a final test drive and should be ready later today if not tomorrow.
07/18/2019	Outbound Dealer Call: [REDACTED] CM was unable to reach the service dept. at the dealer. LVM requesting a call back.
07/18/2019	Outbound Dealer Call: [REDACTED] CM was unable to reach SA Fernando for an update. CM was advised that front desk would have SA call CM back soon. CM will reach out to the dealer again tomorrow.
07/18/2019	Inbound Dealer Call: [REDACTED] SA Fernando returned CM's call and advised that the vehicle was returned to the Customer on 07/16 Outbound Customer Call: [REDACTED] CM reached out to Customer for a follow up call. Customer is satisfied with their vehicle but dissatisfied with communications from the dealership. Customer will be sending in rental receipt for reimbursement and their vehicle payment info for goodwill consideration. CM promised a call back with a decision on Monday.
07/24/2019	CM spoke to TL and advised that due to Customer being a loyal member of the brand that they can be extended a monthly payment due to the inconvenience that they experienced with their most recent dealer visit.
07/29/2019	Check has been issued. CM is closing this case.

Email(s)

Date	06/28/2019	Subject	Alfa Romeo Premium Care [ref_00Dj01qsDF_5003ZtUm5J:ref]
From	alfaromeocustomer@fcagroup.com	To	[REDACTED]@gmail.com
		Sent Date/Time	06/28/2019 19:02 PM

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I am writing you today to provide you with written confirmation that Alfa Romeo will reimburse you for the cost of rental, up to \$75.00 per day, for as long as your vehicle is at the dealership for service. I would also like to provide you with the direct phone number for our roadside assistance team as I will not be here on Saturday to assist with the process. Their phone number is (855) 299-1368. If you have any questions for me while your vehicle is at the dealer for repairs, my office hours are from 8:00 AM - 4:30 PM Eastern Standard Time and I can be reached by replying to this e-mail or by calling me directly at the phone number and extension listed below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]
ref._00Dj01qsDF_5003ZtUm5J:ref

Date 07/11/2019
From alfaromeocustomer@fcagroup.com
Hello [REDACTED]

Subject	RE: Alfa Romeo Premium Care [ref: _00Dj01qsDF_ 5003ZtUm5J:ref]
To	[REDACTED]@gmail.com
Sent Date/Time	07/11/2019 20:24 PM

This is Carlos with Alfa Romeo Premium Care. I am writing you today to inform you of the latest update from the dealership. I was advised that the diagnosis was escalated to the lead diagnostician and that a better update may be available next week. Please let me know if you have any further questions or concerns about your vehicle and I will gladly assist you.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
Sent: 6/28/2019 3:02 PM
To: [REDACTED]@gmail.com
Subject: Alfa Romeo Premium Care []

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I am writing you today to provide you with written confirmation that Alfa Romeo will reimburse you for the cost of rental, up to \$75.00 per day, for as long as your vehicle is at the dealership for service. I would also like to provide you with the direct phone number for our roadside assistance team as I will not be here on Saturday to assist with the process. Their phone number is (855) 299-1368. If you have any questions for me while your vehicle is at the dealer for repairs, my office hours are from 8:00 AM - 4:30 PM Eastern Standard Time and I can be reached by replying to this e-mail or by calling me directly at the phone number and extension listed below.

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Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]
ref._00Dj01qsDF_5003ZtUm5J:ref

Date 07/12/2019
From [REDACTED]@gmail.com

Subject	Re: Alfa Romeo Premium Care [ref: _00Dj01qsDF_ 5003ZtUm5J:ref]
To	alfaromeocustomer@fcagroup.com
Sent Date/Time	07/12/2019 19:17 PM

Carlos, I do appreciate your follow up. As for Westbury Alfa, they have been extremely negligent in the area of communication. My car only has 15,000 miles and has been in for service several times already for warranty issues. This time has been two weeks already and appears to be no closer to the end. I now have a rental obligation that I cannot continue to lay out. We purchased your brand on the hopes that Alfa as a re entry to our market would excel in the customer satisfaction arena. I assure you that as I am about to send in my monthly \$648 payment, I am far from satisfied. At this point I am waiting eagerly to hear how Alfa will be compensating us for this horrific inconvenience and aggravating experience.

Thank you,

> On Jul 11, 2019, at 4:24 PM, Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com> wrote:

> Hello [REDACTED]

> This is Carlos with Alfa Romeo Premium Care. I am writing you today to inform you of the latest update from the dealership. I was advised that the diagnosis was escalated to the lead diagnostician and that a better update may be available next week. Please let me know if you have any further questions or concerns about your vehicle and I will gladly assist you.

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> Carlos
> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]

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

> From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
> Sent: 6/28/2019 3:02 PM
> To: [REDACTED] gmail.com
> Subject: Alfa Romeo Premium Care []

> Hello [REDACTED]

> This is Carlos with Alfa Romeo Premium Care. I am writing you today to provide you with written confirmation that Alfa Romeo will reimburse you for the cost of rental, up to \$75.00 per day, for as long as your vehicle is at the dealership for service. I would also like to provide you with the direct phone number for our roadside assistance team as I will not be here on Saturday to assist with the process. Their phone number is (855) 299-1368. If you have any questions for me while your vehicle is at the dealer for repairs, my office hours are from 8:00 AM - 4:30 PM Eastern Standard Time and I can be reached by replying to this e-mail or by calling me directly at the phone number and extension listed below.

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> Carlos
> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]

> ref:_00Dj01qsDF_5003ZtUm5J:ref

Date 07/12/2019
From alfaromeocustomer@fcagroup.com

Subject	Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtUm5J:ref]
To	[REDACTED] gmail.com
Sent Date/Time	07/12/2019 19:32 PM

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I can certainly understand your frustration with your experience thus far. Rest assured that my team and I will review your vehicle repair history to determine what options are available to compensate you for the inconvenience that you have experienced. I will be sure to keep in touch with the dealership and provide you with an update as soon as they have one available. Please let me know if you have any additional questions or concerns prior to my next follow up.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Drew Bertolino [REDACTED@gmail.com]
Sent: 7/12/2019 3:17 PM
To: alfaromeocustomer@fcagroup.com
Subject: Re: Alfa Romeo Premium Care []

Carlos, I do appreciate your follow up. As for Westbury Alfa, they have been extremely negligent in the area of communication. My car only has 15,000 miles and has been in for service several times already for warranty issues. This time has been two weeks already and appears to be no closer to the end. I now have a rental obligation that I cannot continue to lay out. We purchased your brand on the hopes that Alfa as a re entry to our market would excel in the customer satisfaction arena. I assure you that as I am about to send in my monthly \$648 payment, I am far from satisfied. At this point I am waiting eagerly to hear how Alfa will be compensating us for this horrific inconvenience and aggravating experience.
Thank you,
[REDACTED]

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> Thank You for choosing Alfa Romeo,

> Carlos
> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]

> ----- Original Message -----
> From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
> Sent: 6/28/2019 3:02 PM
> To: [REDACTED@gmail.com]
> Subject: Alfa Romeo Premium Care []

> Hello [REDACTED]

> This is Carlos with Alfa Romeo Premium Care. I am writing you today to provide you with written confirmation that Alfa Romeo will reimburse you for the cost of rental, up to \$75.00 per day, for as long as your vehicle is at the dealership for service. I would also like to provide you with the direct phone number for our roadside assistance team as I will not be here on Saturday to assist with the process. Their phone number is (855) 299-1368. If you have any questions for me while your vehicle is at the dealer for repairs, my office hours are from 8:00 AM - 4:30 PM Eastern Standard Time and I can be reached by replying to this e-mail or by calling me directly at the phone number and extension listed below.

> Thank You for choosing Alfa Romeo,

> Carlos
> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]

> ref:_00Dj01qsDF_5003ZtUm5J:ref

Date 07/16/2019
From alfaromeocustomer@fcagroup.com

Subject	RE: Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtUm5J:ref]
To	[REDACTED@gmail.com]
Sent Date/Time	07/16/2019 15:33 PM

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I am writing you today to provide you with the latest update on your vehicle. I was advised that the tech found a power steering connector that was not fully secured. The technician then cleaned out the connector and made sure that it was fully secured. The technician is doing a road test to make sure that the vehicle is fully repaired and it should be read by the end of today if not tomorrow. Please let me know if you have any further questions or concerns about your vehicle prior to my next follow up.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
Sent: 7/12/2019 3:32 PM
To: [REDACTED]@gmail.com
Subject: Alfa Romeo Premium Care []

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I can certainly understand your frustration with your experience thus far. Rest assured that my team and I will review your vehicle repair history to determine what options are available to compensate you for the inconvenience that you have experienced. I will be sure to keep in touch with the dealership and provide you with an update as soon as they have one available. Please let me know if you have any additional questions or concerns prior to my next follow up.

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Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Drew Bertolino [REDACTED]@gmail.com
Sent: 7/12/2019 3:17 PM
To: alfaromeocustomer@fcagroup.com
Subject: Re: Alfa Romeo Premium Care []

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Thank you,
[REDACTED]

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> Carlos
> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]

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> Sent: 6/28/2019 3:02 PM
> To: [REDACTED]@gmail.com
> Subject: Alfa Romeo Premium Care []

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> Thank You for choosing Alfa Romeo,

> Carlos
> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]

> ref:_00Dj01qsDF_5003ZtUm5J:ref

Date 07/18/2019
From alfaromeocustomer@fcagroup.com

Subject	Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtUm5J:ref]
To	[REDACTED]@gmail.com
Sent Date/Time	07/18/2019 20:20 PM

Hello [REDACTED]

I am writing you today to request the receipt for your rental vehicle as well as your monthly vehicle payment information. Once I receive the documents I will meet with my team so that we can determine what options of compensation may be available to you. I should have an answer for you no later than Monday.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
Sent: 7/16/2019 11:33 AM
To: [REDACTED]@gmail.com
Subject: RE: Alfa Romeo Premium Care []

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I am writing you today to provide you with the latest update on your vehicle. I was advised that the tech found a power steering connector that was not fully secured. The technician then cleaned out the connector and made sure that it was fully secured. The technician is doing a road test to make sure that the vehicle is fully repaired and it should be read by the end of today if not tomorrow. Please let me know if you have any further questions or concerns about your vehicle prior to my next follow up.

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Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
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Sent: 7/12/2019 3:32 PM
To: [REDACTED]@gmail.com
Subject: Alfa Romeo Premium Care []

Hello [REDACTED]

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Carlos
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844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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To: alfaromeocustomer@fcagroup.com
Subject: Re: Alfa Romeo Premium Care []

Carlos, I do appreciate your follow up. As for Westbury Alfa, they have been extremely negligent in the area of communication. My car only has 15,000 miles and has been in for service several times already for warranty issues. This time has been two weeks already and appears to be no closer to the end. I now have a rental obligation that I cannot continue to lay out. We purchased your brand on the hopes that Alfa as a re entry to our market would excel in the customer satisfaction arena. I assure you that as I am about to send in my monthly \$648 payment, I am far from satisfied. At this point I am waiting eagerly to hear how Alfa will be compensating us for this horrific inconvenience and aggravating experience.

Thank you,

> On Jul 11, 2019, at 4:24 PM, Alfa Romeo Customer Care <alfaromeocustomer@fcagroup.com> wrote:

> Hello [REDACTED]

> This is Carlos with Alfa Romeo Premium Care. I am writing you today to inform you of the latest update from the dealership. I was advised that the diagnosis was escalated to the lead diagnostician and that a better update may be available next week. Please let me know if you have any further questions or concerns about your vehicle and I will gladly assist you.

> Thank You for choosing Alfa Romeo,

> Carlos
> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]

> ----- Original Message -----
> From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
> Sent: 6/28/2019 3:02 PM
> To: [REDACTED]@gmail.com
> Subject: Alfa Romeo Premium Care []

> Hello [REDACTED]

> This is Carlos with Alfa Romeo Premium Care. I am writing you today to provide you with written confirmation that Alfa Romeo will reimburse you for the cost of rental, up to \$75.00 per day, for as long as your vehicle is at the dealership for service. I would also like to provide you with the direct phone number for our roadside assistance team as I will not be here on Saturday to assist with the process. Their phone number is (855) 299-1368. If you have any questions for me while your vehicle is at the dealer for repairs, my office hours are from 8:00 AM - 4:30 PM Eastern Standard Time and I can be reached by replying to this e-mail or by calling me directly at the phone number and extension listed below.

> Thank You for choosing Alfa Romeo,

> Carlos
> Alfa Romeo Brand Ambassador

> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]
>
>
ref_00Dj01qsDF_5003ZtUm5J:ref

Date 07/22/2019
From alfaromeocustomer@fcagroup.com

Subject	Alfa Romeo Premium Care [ref_00Dj01qsDF_5003ZtUm5J:ref]		
To	[REDACTED]	gmail.com	Sent Date/Time 07/22/2019 17:10 PM

Hello [REDACTED]

At this time I still have not received the receipts that you have attempted to send in and I am writing you today to offer an alternative way to send in your receipts. If you send them to CB1768@Chrysler.com I will receive them regardless of how you send them in as it is an actual e-mail address. If you have any further questions or concerns about your vehicle prior to my next follow up please let me know.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
Sent: 7/18/2019 4:20 PM
To: [REDACTED]@gmail.com
Subject: Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtUm5J:ref]

Hello [REDACTED]

I am writing you today to request the receipt for your rental vehicle as well as your monthly vehicle payment information. Once I receive the documents I will meet with my team so that we can determine what options of compensation may be available to you. I should have an answer for you no later than Monday.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
Sent: 7/16/2019 11:33 AM
To: [REDACTED]@gmail.com
Subject: RE: Alfa Romeo Premium Care []

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I am writing you today to provide you with the latest update on your vehicle. I was advised that the tech found a power steering connector that was not fully secured. The technician then cleaned out the connector and made sure that it was fully secured. The technician is doing a road test to make sure that the vehicle is fully repaired and it should be read by the end of today if not tomorrow. Please let me know if you have any further questions or concerns about your vehicle prior to my next follow up.

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Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
Sent: 7/12/2019 3:32 PM
To: [REDACTED]@gmail.com
Subject: Alfa Romeo Premium Care []

Hello [REDACTED]

This is Carlos with Alfa Romeo Premium Care. I can certainly understand your frustration with your experience thus far. Rest assured that my team and I will review your vehicle repair history to determine what options are available to compensate you for the inconvenience that you have experienced. I will be sure to keep in touch with the dealership and provide you with an update as soon as they have one available. Please let me know if you have any additional questions or concerns prior to my next follow up.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

----- Original Message -----
From: Drew Bertolino [REDACTED]@gmail.com
Sent: 7/12/2019 3:17 PM
To: alfaromeocustomer@fcagroup.com
Subject: Re: Alfa Romeo Premium Care []

Carlos, I do appreciate your follow up. As for Westbury Alfa, they have been extremely negligent in the area of communication. My car only has 15,000 miles and has been in for service several times already for warranty issues. This time has been two weeks already and appears to be no closer to the end. I now have a rental obligation that I cannot continue to lay out. We purchased your brand on the hopes that Alfa as a re entry to our market would excel in the customer satisfaction arena. I assure you that as I am about to send in my monthly \$648 payment, I am far from satisfied. At this point I am waiting eagerly to hear how Alfa will be compensating us for this horrific inconvenience and aggravating experience.
Thank you,
[REDACTED]

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> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]

>
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> From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
> Sent: 6/28/2019 3:02 PM
> To: [REDACTED]@gmail.com
> Subject: Alfa Romeo Premium Care []
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> Hello [REDACTED]
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> This is Carlos with Alfa Romeo Premium Care. I am writing you today to provide you with written confirmation that Alfa Romeo will reimburse you for the cost of rental, up to \$75.00 per day, for as long as your vehicle is at the dealership for service. I would also like to provide you with the direct phone number for our roadside assistance team as I will not be here on Saturday to assist with the process. Their phone number is (855) 299-1368. If you have any questions for me while your vehicle is at the dealer for repairs, my office hours are from 8:00 AM - 4:30 PM Eastern Standard Time and I can be reached by replying to this e-mail or by calling me directly at the phone number and extension listed below.
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> Thank You for choosing Alfa Romeo,
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>
> Carlos
> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]
>
>
ref:_00Dj01qsDF_5003ZtUm5J:ref

Date 07/24/2019
From alfaromeocustomer@fcagroup.com

Subject	RE: Alfa Romeo Premium Care [ref:_00Dj01qsDF_5003ZtUm5J:ref]
To	[REDACTED]@gmail.com
Sent Date/Time	07/24/2019 20:25 PM

Hello [REDACTED]

I am writing you today to inform you that at this time I will now be submitting a check to reimburse you for the cost of rental as well as one monthly payment. This comes out to a total of \$1668.99 and I will be sending it to your listed address of 19 Ingold Dr. Dix Hills, NY, 11746-7803. Please let me know if you have any further questions or concerns about your vehicle. Otherwise I will leave your case open for two more days prior to closing it. If you have any questions or concerns, feel free to respond to this email or contact me directly at the number below.

Thank You for choosing Alfa Romeo,

Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: Alfa Romeo Customer Care [alfaromeocustomer@fcagroup.com]
Sent: 7/22/2019 1:10 PM
To: [REDACTED]@gmail.com
Subject: Alfa Romeo Premium Care [ref:_00D]01qsDF_5003ZtUm5J:ref]

Hello [REDACTED]

At this time I still have not received the receipts that you have attempted to send in and I am writing you today to offer an alternative way to send in your receipts. If you send them to CB1768@Chrysler.com I will receive them regardless of how you send them in as it is an actual e-mail address. If you have any further questions or concerns about your vehicle prior to my next follow up please let me know.

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844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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To: [REDACTED]@gmail.com
Subject: Alfa Romeo Premium Care [ref:_00D]01qsDF_5003ZtUm5J:ref]

Hello [REDACTED]

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844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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To: [REDACTED]@gmail.com
Subject: Alfa Romeo Premium Care []

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Carlos
Alfa Romeo Brand Ambassador
844-253-2872 Ext. 4060070
Case Number: [REDACTED]

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

From: Drew Bertolino [REDACTED]@gmail.com
Sent: 7/12/2019 3:17 PM
To: alfaromeocustomer@fcagroup.com
Subject: Re: Alfa Romeo Premium Care []

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obligation that I cannot continue to lay out. We purchased your brand on the hopes that Alfa as a re entry to our market would excel in the customer satisfaction arena. I assure you that as I am about to send in my monthly \$648 payment, I am far from satisfied. At this point I am waiting eagerly to hear how Alfa will be compensating us for this horrific inconvenience and aggravating experience.

Thank you,

[REDACTED]

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> Carlos
> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]

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

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> Sent: 6/28/2019 3:02 PM
> To: [REDACTED]@gmail.com
> Subject: Alfa Romeo Premium Care []

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> Thank You for choosing Alfa Romeo,

> Carlos
> Alfa Romeo Brand Ambassador
> 844-253-2872 Ext. 4060070
> Case Number: [REDACTED]

> ref:_00Dj01qsDF_5003ZtUm5J:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2018	Brand	ALFA ROMEO
Body	GAFP41	Vehicle	ALFA GIULIA QUADRIFOGLIO RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/28/2019	CAIR Type	Regular	Status	Closed
Close Date	07/02/2019	Origin	Telephone	Reason	
Mileage	4,777 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[REDACTED]				
Customer Address	CHANDLER		AZ	[REDACTED]	USA
Dealer	69376	GERMAIN ALFA ROMEO FIAT		Dealer Phone	6143280830
Dealer Address	5665 SCARBOROUGH BLVD				
	COLUMBUS		OH	43232 4700	USA
Dealer Zone	Great Lakes	Sales District		Service District	8
Subject	RSA request				
Synopsis	Customer requested RA for stall out. Writer called and set up RA service. Customer called back stating out of gas and requested service cancelled. Writer cancelled. Close.				
Customer Anomaly	Roadside Mechanical Malfunction - Start/Stall				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	130	Roadside - Start/Stall
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

	Create Date	Status
	06/28/2019 11:03 PM	Open
	07/02/2019 02:18 PM	Closed

Initial Description

Customer called requesting RSA for stall out. Customer was blocking the entrance diagonally to the Safeway at 4970 Alma School Rd, Chandler, AZ 85248. Writer warm transferred to RA agent for assistance to call 911 and secure tow.

Case Comments

Date	Comment
06/28/2019	****INBOUND CUSTOMER CALL**** Customer called requesting RSA for stall out. Customer was blocking the entrance diagonally to the Safeway at [REDACTED]. Writer warm transferred to RA agent for assistance to call 911 and secure tow. RA called 911 and Police arrived on the scene to assist. RA advised would secure tow and follow up.
07/02/2019	****INBOUND CUSTOMER CALL****6/28 Customer called requesting RSA be cancelled stating they added fuel and the issue is no longer present. Customer unsure as to why it still showed 70+ miles DTE. Writer advised to take in for diagnosis and would call and cancel service request. ****OUTBOUND RSA CALL**** POC: RA Rolland Writer called and requested service be cancelled. RA cancelled service request.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2019	Brand	ALFA ROMEO
Body	GAFP41	Vehicle	ALFA GIULIA QUADRIFOGLIO RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/29/2019	CAIR Type	Regular	Status	Closed
Close Date	07/18/2019	Origin	Telephone	Reason	
Mileage	2,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Caller Country	USA	Source	Customer
Caller City	SAN JOSE	Caller Postal Code			
Customer					
Customer Address	SAN JOSE		CA		USA
Dealer	69335	AUTONATION ALFA ROMEO STEVENS		Dealer Phone	4085401245
Dealer Address	4520 STEVENS CREEK BLVD		CA		
	SAN JOSE			95129 1105	USA
Dealer Zone	California	Sales District		Service District	3
Subject	Tow				
Synopsis	Vehicle OAD				
Customer Anomaly	Drivability Stalling				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/29/2019 06:13 AM	Open
07/10/2019 05:36 PM	Suspended
07/17/2019 04:01 AM	Open
07/18/2019 07:42 PM	Closed

Initial Description

Vehicle needs tow

Case Comments

Date	Comment
06/29/2019	Customer called and would like to be transferred over to roadside. Vehicle stalled. Agent transferred customer to Alfa roadside as customer is requesting tow.
06/29/2019	CAC contacted customer and he advised that the roadside department wanted to charge him \$200 to have the vehicle taken to his house. CAC offered to contact roadside to set something. Roadside advised they will either take the vehicle to the dealership or, if it isn't open, they will store it. Customer stated he has not enjoyed all the problems this car has been and will just get it towed to his home and deal with it Monday.
07/02/2019	**IB CUSTOMER CALL** Writer warmed transferred to CM.
07/02/2019	***INBOUND CUSTOMER*** Customer states DLR informed him that a ticket was opened with Alfa and customer was seeking clarification on what that means. CM explained that a ticket has been opened with are corporate resources and they have engaged with the DLR to assist with repairing the vehicle. CM explained that the DLR opens a ticket to engage with our engineers to ensure the best nest steps are taking to repair vehicle properly.
07/03/2019	Owner requesting callback from CM
07/03/2019	***INBOUND CUSTOMER*** Customer seeking an update. CM stated that CM will be reaching out to the DLR later this afternoon and will reach back out to customer once CM has received an update.
07/03/2019	***OUTBOUND TO DLR*** Left a detailed message requesting an update and leaving callback contact information.
07/03/2019	***OUTBOUND TO CUSTOMER*** Left a detailed message stating CM was waiting on an update and left callback contact information.
07/03/2019	***INBOUND CUSTOMER CALL*** Customer called requesting a status update. Writer advised tech was still diagnosing the issue and inspecting the connectors. Writer advised would send an email to SA Hannah and SM Mickey for an update and follow up if a response is received within the hour.
07/03/2019	***OUTBOUND CUSTOMER CALL*** spouse Breanna Writer called customer and provided update from SA Hannah. Customer seemed a bit anxious and writer calmed them down by explaining the process. Customer is not in a loaner or a rental as they have another vehicle. Writer advised CM will follow up on 7/5 as we are closed 7/4.
07/05/2019	***customer inbound call*** customer called asking to get updates on case. customer was placed on hold and CM was in a call. writer did some research and than confirmed with customer than CM was speaking to spouse now and thanked writer
07/05/2019	***CM EMAILED SM*** Good morning, This Debbie with Alfa Romeo Premium Care. I am the case manager managing this case. Do we have any new updates at this time? Your continued assistance is greatly appreciated. Thank you,
07/05/2019	***SM EMAILED CM*** Good Morning Debbie, I have no update on this vehicle at this time. We just started are day here. I will reach out when I do have an update.
07/05/2019	***OUTBOUND TO CUSTOMER*** Informed customer of latest update.
07/05/2019	***INBOUND CUSTOMER CALL*** Customer called to request an update. Writer confirmed CM provided latest update available 4 hours ago and no other update is available at this time. Writer tried to explain again that it is not a quick process to diagnose. Customer thanked writer and stated they would call the dealer.
07/09/2019	***INBOUND CUSTOMER*** CM stated at this time that the Tech is still testing the fuel system as STAR has requested and STAR is waiting on the findings. CM stated that CM will be reaching out to corporate resources and requesting additional help in diagnosing the vehicle.
07/09/2019	***INBOUND CUSTOMER CALL*** Customer called requesting an update. Writer advised an email was sent by CM to engage other factory resources and waiting on a response. Customer understood.
07/10/2019	***CM EMAILED RAM*** Good morning, Vehicle K7606790 was towed into DLR 69335 on the 29th for stalling issues. STAR ticket [redacted] has been opened but DLR has still be unable to diagnose the issue. Customer is very impatient and beyond frustrated. Is there anyway to have a TA review the STAR case? Any assistance would be greatly appreciated. Thank you,
07/10/2019	***RAM EMAILED CM*** I will be at the dealer today and will discuss it and see how we can get a TA there. We have currently a shortage on TAs but we are hiring additional ones this week. Thanks
07/10/2019	***OUTBOUND TO CUSTOMER*** Customer states that SM Hanna sent an email stating the vehicle is OAD and for customer to pick up vehicle and bring back if light comes back on.
07/10/2019	***OUTBOUND TO DLR*** SA Hannah states that STAR has had the Tech do several tests and checks on the vehicle and at this time the vehicle OAD and the warning lights are not coming back on. SA states the STAR requested that the Tech continue to drive the vehicle and try to make the codes come back however the customer stated that she would like to pick up the vehicle and drive it until the codes come back instead.
07/10/2019	***OUTBOUND TO CUSTOMER*** CM informed the customer of what SA was stating and customer stated she didn't want some one else to continue to drive the vehicle and would like to drive it herself. However she was wanting to know why the codes came up the first time and if her vehicle was safe to drive as well as if the codes would in fact come back on. CM stated that the Tech has check and tested the vehicle and at this time the vehicle is OAD however the Tech was advised to continue driving until codes came back so they codes could in fact come back at any point. CM stated that at this time until they can duplicate the concern the Tech can not state what was causing the codes to come. Customer stated she would pick up the vehicle today and would like a follow up call in a week.

Date	Comment
07/18/2019	***OUTBOUND TO CUSTOMER*** Customer states issues has not reoccurred and vehicle is OAD as of now.

Email(s)

Date	07/02/2019	Subject	Tow [ref_00Dj01qsDF_5003ZtUrvr:ref]	Sent Date/Time	07/02/2019 19:22 PM
From	uscustomercare@fcagroup.com	To	[REDACTED]@yahoo.com	Sent Date/Time	07/02/2019 19:22 PM
<p>Hello [REDACTED]</p> <p>This is Debbie with Alfa Romeo Premium Care. As per our conversation, I am sending this email to provide you with my direct contact information that is located directly below this email. I will follow up with you as soon as I have received the latest update.</p> <p>Thank you for choosing Alfa Romeo,</p> <p>Debbie Alfa Romeo Premium Care Specialist 844-253-2872 Ext. 4060079 ref_00Dj01qsDF_5003ZtUrvr:ref</p>					

Date	07/02/2019	Subject	Re: Tow [ref_00Dj01qsDF_5003ZtUrvr:ref]	Sent Date/Time	07/02/2019 20:02 PM
From	[REDACTED]@yahoo.com	To	uscustomercare@fcagroup.com	Sent Date/Time	07/02/2019 20:02 PM
<p>Thank you Debbie. I look forward to hearing from you.</p> <p>Sincerely, [REDACTED]</p> <p>Sent from Yahoo Mail on Android</p> <p>On Tue, Jul 2, 2019 at 12:22 PM, US Customer Care<uscustomercare@fcagroup.com> wrote: Hello [REDACTED]</p> <p>This is Debbie with Alfa Romeo Premium Care. As per our conversation, I am sending this email to provide you with my direct contact information that is located directly below this email. I will follow up with you as soon as I have received the latest update.</p> <p>Thank you for choosing Alfa Romeo,</p> <p>Debbie Alfa Romeo Premium Care Specialist 844-253-2872 Ext. 4060079 ref_00Dj01qsDF_5003ZtUrvr:ref</p>					

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2017	Brand	ALFA ROMEO
Body	GAFT41	Vehicle	ALFA GIULIA TI RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/29/2019	CAIR Type	Regular	Status	Closed
Close Date	06/29/2019	Origin	Roadside Assistance	Reason	
Mileage	15,000 Miles	Market	U	Language	English
Contact Email	[REDACTED] m	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]			Source	FCA
Caller City	CORAL SPRINGS	Caller Country	USA	Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]				
	CORAL SPRINGS		FL		USA
Dealer	69371	Van Horn Alfa Romeo FIAT		Dealer Phone	5633457000
Dealer Address	323 RESEARCH PKWY				
	DAVENPORT		IA	52806 7343	USA
Dealer Zone	Midwest	Sales District		Service District	4
Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Heating/Cooling				
Contact Reason	C88	Roadside Event		Customer Anomaly	129
					Roadside - HVAC
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

	Create Date	Status
	06/29/2019 11:03 AM	Closed

Initial Description

VAN HORN ALFA ROMEO FIAT
 69371
 VEH SMOKING AND STALLED / CX COVERED THIS MODEL REQUIRES FLATBED WITH

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	ALFA ROMEO
Body	GAGT41	Vehicle	ALFA GIULIA TI AWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/01/2019	CAIR Type	Regular	Status	Closed
Close Date	07/22/2019	Origin	Telephone	Reason	
Mileage	9,216 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address	WASHINGTON		DC		USA
Dealer	69348	ALFA ROMEO OF CINCINNATI		Dealer Phone	5132713200
Dealer Address	4109 PLAINVILLE RD				
	CINCINNATI		OH	45227 3244	USA
Dealer Zone	Great Lakes	Sales District		Service District	5
Subject	1 year maintenance				
Synopsis	Spoke to customer and customer confirmed he picked up his vehicle and he is satisfied with the repairs.				
Customer Anomaly					
Contact Reason	C68	Warranty Deadlines And Vehicle Maintenance	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Warranty - Maintenance - Deadlines and maintenance schedule				

Case Status History

	Create Date	Status
	07/01/2019 11:10 PM	Open
	07/22/2019 09:54 PM	Closed

Initial Description

Customer called in for RSA but then vehicle turned on.

Case Comments

Date	Comment
07/01/2019	****INBOUND CUSTOMER CALL**** Called in needing RSA vehicle would not turn on but then vehicle turned on. Customer wants to make an appt for this concern and for 1 year maintenance. Customer wants an appt not this week but next week on either Tuesday Wednesday or Thursday at 9 am. Informed customer DRL is closed now but I will contact them tomorrow.
07/02/2019	{INBOUND FROM CLIENT- Client states vehicle stalled and his service engine start stop unavailable at this time. Writer advised that Cm was trying to advised client that the dealership was closed at the time so she would follow up tomorrow. Writer advised I would notify CM of new concerns and she would address them with SA. Client thanked then disconnected the call.
07/03/2019	****OUTBOUND CUSTOMER CALL**** Spoke to customer and he stated he was able to make an appt with the DRL next Thursday July 11th at 7:30 a.m and the DRL will provide a loaner. Customer states he does not need a loaner before appt since he will be out of town and not driving the vehicle. Customer also stated when he made the appt he informed SA of the new vehicle concerns, vehicle stalling and start stop function not working. Informed customer he is out of the 1 year maintenance coverage that expires on May 25 2019 but I will contact the DRL to inquire what can be done or if we could possibly assist. ****OUTBOUND DEALER CALL**** Spoke to James in Service and explained customer is out of his 1 year maintenance but wanted to see if we could possibly contact MVP to reinstate. SA is not aware of the process so offered to conference MVP to inquire about reinstating. ****OUTBOUND MVP CALL**** Spoke to MVP representative and reinstated 1 year maintenance. Rep gave code Alfa20-US06400890703
07/10/2019	****OUTBOUND CUSTOMER CALL**** Spoke to customer and reminded him of his appt tomorrow at 7:30 a.m. at the DRL and informed him MVP approved reinstatement of 1 year maintenance and it will be covered. Informed customer I will follow up with him on Friday upon repairs.
07/12/2019	****OUTBOUND DEALER CALL**** Tried to contact DRL to get an update but no answer. ****OUTBOUND CUSTOMER CALL**** Spoke to customer and he stated DRL kept vehicle for a part they are waiting for Stop Start function that should be there Monday or Tuesday but customer is in a loaner. Informed customer I will follow up with the DRL on Monday and then give him a call with an update.
07/16/2019	****OUTBOUND DEALER CALL**** Spoke to SA and they stated they are waiting for a sensor. Spoke to parts dep and they stated it is in. Parts dept tm me back to Service but SA did not pick up.
07/22/2019	****OUTBOUND DEALER CALL**** Spoke with SA Michael and he stated maintenance was done on the vehicle, battery was recharged and tire was fixed. ****OUTBOUND CUSTOMER CALL**** Spoke to customer and customer confirmed he picked up his vehicle and he is satisfied with the repairs.

Email(s)

Date	07/03/2019	Subject	Alfa Romeo Premium Care [ref_00Dj01qsDF_5003ZIV9xU:ref]
From	alfaromeocustomer@fcagroup.com	To	outlook.com
	Good afternoon Mr. [REDACTED]	Sent Date/Time	07/03/2019 17:55 PM

This is Araceli with Alfa Romeo Premium Care. I was able to contact the dealership and speak to Motor Vehicle Protection and have your Alfa 1 year maintenance reinstated so you are all set for your appointment on July 11th at 7:30 a.m. I will also give you a follow up call on Wednesday July 10th to remind you of your appointment. If you have any questions or concerns feel free to reply to this email or contact me at the number below.

Thank you for choosing Alfa Romeo,
Sincerely, Araceli
Alfa Romeo Ambassador
844-253-2872 ext. 4060735
ref_00Dj01qsDF_5003ZIV9xU:ref

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New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2019	Brand	ALFA ROMEO
Body	GAFT41	Vehicle	ALFA GIULIA TI RWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/04/2019	CAIR Type	Regular	Status	Closed
Close Date	07/04/2019	Origin	Telephone	Reason	
Mileage	1,495 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[REDACTED]				
Customer Address	SAN DIEGO		CA	[REDACTED]	USA
Dealer	69128	MOSSY ALFA ROMEO AND FIAT		Dealer Phone	6194747011
Dealer Address	2626 NATIONAL CITY BLVD				
	NATIONAL CITY		CA	91950 6632	USA
Dealer Zone	California	Sales District		Service District	3
Subject	vehicle issue				
Synopsis	got customer roadside assistance for towing				
Customer Anomaly	Electronics				
	Engine Electronics				
Contact Reason	C105	Technical Issue With Vehicle		Customer Anomaly	12 Electronic engine issues (wiring)
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

	Create Date	Status
	07/04/2019 02:34 AM	Open
	07/04/2019 02:39 AM	Closed

Initial Description

customer cant start vehicle and its stalled on high way and wont switch gears.

Case Comments

Date	Comment
07/04/2019	customer wants to get roadside assistance got customer roadside assistance. customer vehicle stalled and wouldn't start back up.

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