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

VIN	[redacted]	**Model Year**	2022	**Brand**	JEEP
Body	WSJP75	**Vehicle**	JEEP WAGONEER SERIES III 4X4		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information	Vehicle Make : Jeep Model : Wagoneer Model Year : 2022				
Open Date	10/20/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/26/2021	**Origin**	Roadside Assistance	**Reason**	
Mileage	6,600 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	FCA
City/State/Country/Zip	[redacted]				
Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/Zip	[redacted]				
Dealer	45798	Arrigo Chrysler Dodge Jeep Ram at		**Dealer Phone**	[redacted]
Dealer Address	[redacted]				
	[redacted]				
Dealer Zone	[redacted]			**Service** [redacted]	A
Subject	TOW				
Synopsis	no response from cst				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				
Contact Reason	C227	Roadside Link & Chase	**Customer Anomaly**	[redacted]	Roadside - Start/Stall
Reason Code	After Sales - Complaint - Roadside Assistance - Review Needed - Specialist working				

Case Status History

Create Date	Status
10/20/2021 11:06 AM	Open
10/26/2021 02:44 PM	Closed

Initial Description

CHYRSLER HEADQUARTERS
CTX IS COV FOR THIS EVENT

Case Comments

Date	Comment
10/20/2021	Dealer Code : null Reference Number : CRE-2334182701-1 Subject : TOW Reason Category : Mechanical Malfunction - Start/Stall
10/20/2021	Reached out to cst to confirm the concerns within his vehicle and the dealership that his vehicle was towed to. Line went to voicemail so a detailed message was left Email sent as well
10/21/2021	Called out to customer again to determine if concern are still preset, but there was no answer so another detailed voicemail was left
10/25/2021	Reached out to customer again at [redacted] but it went to voicemail after a couple rings. It stated the voicemail box was full and no messages can be accepted before it disconnected. Email sent advising I we can't get a response by 10/26 we would have to close the case record

Email(s)

Date	10/20/2021	**Subject**	TOW		
From	[redacted]	**To**	[redacted]	**Sent Date/Time**	10/20/2021 14:42 PM

Good morning Mr. [redacted]

My name is [redacted] with Wagoneer Client Services and I have been assigned as your advocate to assist with these vehicle concerns. I actually just left you a voicemail pertaining to the notice we received from roadside assistance. Overall just wanting to confirm where the vehicle had been taken so we are able to communicate with that dealership and ensure we get your vehicle back up and running if that hasn't already been done.

Please feel free to reply to this email or giving me a call directly at [redacted] ext. [redacted]

Thank you,

[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1KHSAQ:ref

Date	10/20/2021	**Subject**	TOW		
From	[redacted]	**To**	[redacted]	**Sent Date/Time**	10/20/2021 14:42 PM

Good morning Mr. [redacted]

My name is [redacted] with Wagoneer Client Services and I have been assigned as your advocate to assist with these vehicle concerns. I actually just left you a voicemail pertaining to the notice we received from roadside assistance. Overall just wanting to confirm where the vehicle had been taken so we are able to communicate with that dealership and ensure we get your vehicle back up and running if that hasn't already been done.

Please feel free to reply to this email or giving me a call directly at [redacted] ext. [redacted]

Thank you,

[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1KHSAQ:ref

Date	10/25/2021	**Subject**	RE: TOW		
From	[redacted]	**To**	[redacted]	**Sent Date/Time**	10/25/2021 15:31 PM

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

Good morning Mr. [redacted]

I tried to give you another call but it says that your voicemail box was full. If we can't receive a response by 10/26 we would have to close out the case record just due to no response back.

Please feel free to either reply to this email or giving me a call directly at [redacted]

Thank you,

[redacted]
Wagoneer Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [redacted] [redacted]
Sent: 10/20/2021 10:42 AM
To: [redacted]
Subject: TOW

Good morning Mr. [redacted]

My name is [redacted] with Wagoneer Client Services and I have been assigned as your advocate to assist with these vehicle concerns. I actually just left you a voicemail pertaining to the notice we received from roadside assistance. Overall just wanting to confirm where the vehicle had been taken so we are able to communicate with that dealership and ensure we get your vehicle back up and running if that hasn't already been done.

Please feel free to reply to this email or giving me a call directly at [redacted]

Thank you,

[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1KHSAQ:ref

Date	10/25/2021	***Subject***	RE: TOW		
From	[redacted]	***To***	[redacted]	***Sent Date/Time***	10/25/2021 15:31 PM

Good morning Mr. [redacted]

I tried to give you another call but it says that your voicemail box was full. If we can't receive a response by 10/26 we would have to close out the case record just due to no response back.

Please feel free to either reply to this email or giving me a call directly at [redacted]

Thank you,

[redacted]
Wagoneer Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [redacted] [redacted]
Sent: 10/20/2021 10:42 AM
To: [redacted]
Subject: TOW

Good morning Mr. [redacted]

My name is [redacted] with Wagoneer Client Services and I have been assigned as your advocate to assist with these vehicle concerns. I actually just left you a voicemail pertaining to the notice we received from roadside assistance. Overall just wanting to confirm where the vehicle had been taken so we are able to communicate with that dealership and ensure we get your vehicle back up and running if that hasn't already been done.

Please feel free to reply to this email or giving me a call directly at [redacted]

Thank you,

[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1KHSAQ:ref

Date	10/25/2021	***Subject***	RE: TOW		
From	[redacted]	***To***	[redacted]	***Sent Date/Time***	10/25/2021 15:31 PM

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

Good morning Mr. [redacted]

I tried to give you another call but it says that your voicemail box was full. If we can't receive a response by 10/26 we would have to close out the case record just due to no response back.

Please feel free to either reply to this email or giving me a call directly at [redacted]

Thank you,

[redacted]
Wagoneer Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [redacted] [redacted]
Sent: 10/20/2021 10:42 AM
To: [redacted]
Subject: TOW

Good morning Mr. [redacted]

My name is [redacted] with Wagoneer Client Services and I have been assigned as your advocate to assist with these vehicle concerns. I actually just left you a voicemail pertaining to the notice we received from roadside assistance. Overall just wanting to confirm where the vehicle had been taken so we are able to communicate with that dealership and ensure we get your vehicle back up and running if that hasn't already been done.

Please feel free to reply to this email or giving me a call directly at [redacted]

Thank you,

[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1KHSAQ:ref

Date	10/26/2021	***Subject***	RE: TOW		
From	[redacted]	***To***	[redacted]	***Sent Date/Time***	10/26/2021 14:43 PM

Good morning Mr. [redacted]

At this time we will have to close out this case record due to no response. If you would ever need any additional assistance you are more than welcome to give us a call at [redacted].

Thank you,

[redacted]
Wagoneer Client Services

---------- Original Message ----------
From: US Customer Care [redacted]
Sent: 10/25/2021 11:31 AM
To: [redacted]
Cc: [redacted]
Subject: RE: TOW

Good morning Mr. [redacted]

I tried to give you another call but it says that your voicemail box was full. If we can't receive a response by 10/26 we would have to close out the case record just due to no response back.

Please feel free to either reply to this email or giving me a call directly at [redacted].

Thank you,

[redacted]
Wagoneer Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [redacted] [redacted]
Sent: 10/20/2021 10:42 AM
To: [redacted]
Subject: TOW

Good morning Mr. [redacted]

My name is [redacted] with Wagoneer Client Services and I have been assigned as your advocate to assist with these vehicle concerns. I actually just left you a voicemail pertaining to the notice we received from roadside assistance. Overall just wanting to confirm where the vehicle had been taken so we are able to communicate with that dealership and ensure we get your vehicle back up and running if that hasn't already been done.

Please feel free to reply to this email or giving me a call directly at [redacted]

Thank you,

[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1KHSAQ:ref

Date	10/26/2021	***Subject***	RE: TOW		
From	[redacted]	***To***	[redacted]	***Sent Date/Time***	10/26/2021 14:43 PM

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

Good morning Mr. [redacted]

At this time we will have to close out this case record due to no response. If you would ever need any additional assistance you are more than welcome to give us a call at [redacted].

Thank you,

[redacted]
Wagoneer Client Services

---------- Original Message ----------
From: [redacted] Customer Care [[redacted]]
Sent: 10/25/2021 11:31 AM
To: [redacted]
Cc: [redacted]
Subject: RE: TOW

Good morning Mr. [redacted]

I tried to give you another call but it says that your voicemail box was full. If we can't receive a response by 10/26 we would have to close out the case record just due to no response back.

Please feel free to either reply to this email or giving me a call directly at [redacted]

Thank you,

[redacted]
Wagoneer Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [redacted] [[redacted]]
Sent: 10/20/2021 10:42 AM
To: [redacted]
Subject: TOW

Good morning Mr. [redacted]

My name is [redacted] with Wagoneer Client Services and I have been assigned as your advocate to assist with these vehicle concerns. I actually just left you a voicemail pertaining to the notice we received from roadside assistance. Overall just wanting to confirm where the vehicle had been taken so we are able to communicate with that dealership and ensure we get your vehicle back up and running if that hasn't already been done.

Please feel free to reply to this email or giving me a call directly at [redacted]

Thank you,

[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1KHSAQ:ref

Date	10/26/2021	***Subject***	RE: TOW		
From	[redacted]	***To***	[redacted]	***Sent Date/Time***	10/26/2021 14:43 PM

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

Good morning Mr. [redacted]

At this time we will have to close out this case record due to no response. If you would ever need any additional assistance you are more than welcome to give us a call at [redacted].

Thank you,

[redacted] Client Services

---------- Original Message ----------
From: [redacted] Customer Care [redacted]
Sent: [redacted]/25/2021 11:31 AM
To: [redacted]
Cc: [redacted]
Subject: [redacted]

Good morning Mr. [redacted]

I tried to give you another call but it says that your voicemail box was full. If we can't receive a response by 10/26 we would have to close out the case record just due to no response back.

Please feel free to either reply to this email or giving me a call directly at [redacted] ext. [redacted].

Thank you,

[redacted] Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [redacted] [redacted]
Sent: 10/20/2021 10:42 AM
To: [redacted]
Subject: [redacted]

Good morning Mr. [redacted]

My name is [redacted] with Wagoneer Client Services and I have been assigned as your advocate to assist with these vehicle concerns. I actually just left you a voicemail pertaining to the notice we received from roadside assistance. Overall just wanting to confirm where the vehicle had been taken so we are able to communicate with that dealership and ensure we get your vehicle back up and running if that hasn't already been done.

Please feel free to reply to this email or giving me a call directly at [redacted] ext. [redacted]

Thank you,

[redacted] Client Services
ref:_00Dj01qsDF._5003Z1KHSAQ:ref

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

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

VIN	[redacted]	**Model Year**	2022	**Brand**	JEEP
Body	WS1P75	**Vehicle**	JEEP WAGONEER SERIES III 4X2		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information	Vehicle Make : Jeep Model : Wagoneer Model Year : 2022				
Open Date	10/30/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/05/2021	**Origin**	Roadside Assistance	**Reason**	
Mileage	330 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]				
City/State/Country/Zip	[redacted]				
Customer					
Customer Address	[redacted]				
City/State/Country/Zip	[redacted]				
Dealer	54982	BETTENHAUSEN MOTOR SALES INC		**Dealer Phone**	
Dealer Address	[redacted]				
Dealer Zone	[redacted]	**Sales District**		**Service District**	M
Subject	TOW				
Synopsis	no response from customer				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				
Contact Reason	C227	Roadside Link & Chase	**Customer Anomaly**	[redacted]	- Start/Stall
Reason Code	After Sales - Complaint - Roadside Assistance - Review Needed - Specialist working				

Case Status History

Create Date	Status
10/30/2021 11:37 AM	Open
11/05/2021 03:59 PM	Closed

Initial Description

LONE STAR CHRYSLER DODGE JEEP

Case Comments

Date	Comment
10/30/2021	Dealer Code : null Reference Number : Subject : TOW Reason Category : Mechanical Malfunction - Start/Stall
11/01/2021	Reached out to customer at [redacted] voicemail box isn't set up. Email sent out
11/03/2021	Reached out to customer [redacted] but it rang twice before stating the voicemail box isn't set up. Another email sent out
11/05/2021	Called out again to [redacted] ing other than stating voicemail box isn't set up. Closing email sent out

Email(s)

Date	11/01/2021	**Subject**	TOW		
From	[redacted]	**To**	[redacted]	**Sent Date/Time**	11/01/2021 16:40 PM

Good aft[redacted]

My name is [redacted] with Wagoneer Client Services. I'm reaching out because we were given a notice from roadside assistance that they may have come out to service your [redacted] We are just wanting to verify if the issues are still present and any questions or concerns you may have.

Please feel free to reply to this email or giving me a call at [redacted].

Thank you,

[redacted] Client Services
ref:_00Dj01qsDF._5003Z1KKKpw:ref

Date	11/01/2021	**Subject**	TOW		
From	[redacted]	**To**	[redacted]	**Sent Date/Time**	11/01/2021 16:40 PM

Good aft[redacted]

My name is [redacted] with Wagoneer Client Services. I'm reaching out because we were given a notice from roadside assistance that they may have come out to service your [redacted] We are just wanting to verify if the issues are still present and any questions or concerns you may have.

Please feel free to reply to this email or giving me a call at [redacted].

Thank you,

[redacted] Client Services
ref:_00Dj01qsDF._5003Z1KKKpw:ref

Date	11/03/2021	**Subject**	RE: TOW		
From	[redacted]	**To**	[redacted]	**Sent Date/Time**	11/03/2021 15:30 PM

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

We are just wanting to reach out to you again to verify if there are still any issues present on your Wagoneer. The number we have on file for you doesn't allow the option for us to leave a voicemail so please feel free to reply to this email.

Thank you,

Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/1/2021 12:40 PM
To:
Sub

Good afternoon Mrs. ,

My name is with Wagoneer Client Services. I'm reaching out because we were given a notice from roadside assistance that they may have come out to service your We are just wanting to verify if the issues are still present and any questions or concerns you may have.

Please feel free to reply to this email or giving me a call at .

Thank you,

Client Services
ref:_00Dj01qsDF._5003Z1KKKpw:ref

Date	11/03/2021	***Subject***	RE: TOW		
From		***To***		***Sent Date/Time***	11/03/2021 15:30 PM

Good m

We are just wanting to reach out to you again to verify if there are still any issues present on your Wagoneer. The number we have on file for you doesn't allow the option for us to leave a voicemail so please feel free to reply to this email.

Thank you,

Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/1/2021 12:40 PM
To:
Sub

Good afternoon Mrs. ,

My name is with Wagoneer Client Services. I'm reaching out because we were given a notice from roadside assistance that they may have come out to service your We are just wanting to verify if the issues are still present and any questions or concerns you may have.

Please feel free to reply to this email or giving me a call at .

Thank you,

Client Services
ref:_00Dj01qsDF._5003Z1KKKpw:ref

Date	11/03/2021	***Subject***	RE: TOW		
From		***To***		***Sent Date/Time***	11/03/2021 15:31 PM

Good m

We are just wanting to reach out to you again to verify if there are still any issues present on your Wagoneer. The number we have on file for you doesn't allow the option for us to leave a voicemail so please feel free to reply to this email.

Thank you,

Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/1/2021 12:40 PM
To:
Sub

Good afternoon Mrs. ,

My name is with Wagoneer Client Services. I'm reaching out because we were given a notice from roadside assistance that they may have come out to service your We are just wanting to verify if the issues are still present and any questions or concerns you may have.

Please feel free to reply to this email or giving me a call at .

Thank you,

Client Services
ref:_00Dj01qsDF._5003Z1KKKpw:ref

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

From		To		Sent Date/Time	11/05/2021 15:59 PM

Good m[redacted]

At this time with us not being able to hear back from you at this time we would have to close out the case record. Now, if you would ever have any questions or concerns you are more than welcome to reach out to us directly at [redacted].

Thank you,

[redacted] Client Services

---------- Original Message ----------
From: Customer Care [ ]
Sent: 11/[redacted]/2021 11:31 AM [redacted]
To:
Cc: [redacted]
Sub[redacted]

Good morning Ms. [redacted],

We are just wanting to reach out to you again to verify if there are still any issues present on your Wagoneer. The number we have on file for you doesn't allow the option for us to leave a voicemail so please feel free to reply to this email.

Thank you,

[redacted] Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/1/2021 12:40 PM [redacted]
To:
Sub[redacted]

Good afternoon Mrs. [redacted],

My name is [redacted] with Wagoneer Client Services. I'm reaching out because we were given a notice from roadside assistance that they may have come out to service your [redacted]. We are just wanting to verify if the issues are still present and any questions or concerns you may have.

Please feel free to reply to this email or giving me a call at [redacted] ext. [redacted].

Thank you,

[redacted] Client Services
ref:_00Dj01qsDF._5003Z1KKKpw:ref

Date	11/05/2021	Subject	RE: TOW		
From	[redacted]	To	[redacted]	Sent Date/Time	11/05/2021 15:59 PM

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

At this time with us not being able to hear back from you at this time we would have to close out the case record. Now, if you would ever have any questions or concerns you are more than welcome to reach out to us directly at .

Thank you,

Client Services

---------- Original Message ----------
From: Customer Care [ ]
Sent: 11/2/2021 11:31 AM
To:
Cc:
Subject: TOW

Good morning Ms. ,

We are just wanting to reach out to you again to verify if there are still any issues present on your Wagoneer. The number we have on file for you doesn't allow the option for us to leave a voicemail so please feel free to reply to this email.

Thank you,

Client Services

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/1/2021 12:40 PM
To:
Subject: TOW

Good afternoon Mrs. ,

My name is with Wagoneer Client Services. I'm reaching out because we were given a notice from roadside assistance that they may have come out to service your vehicle. We are just wanting to verify if the issues are still present and any questions or concerns you may have.

Please feel free to reply to this email or giving me a call at .

Thank you,

Client Services
ref:_00Dj01qsDF._5003Z1KKKpw:ref

Date	11/05/2021	***Subject***	RE: TOW		
From		***To***		***Sent Date/Time***	11/05/2021 15:59 PM

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

At this time with us [redacted] not being able to hear back from you at this time we would have to close out the case record. Now, if you would ever have any questions or concerns you are more than welcome to reach out to us directly at [redacted].

Thank you,

Wagoneer Client Services
[redacted]

---------- Original Message ----------
From: Customer Care [redacted]
Sent: 11/3/2021 11:31 AM
To: [redacted]
Cc:
Subject: [redacted]

Good morning Ms. [redacted],

We are just wanting to reach out to you again to verify if there are still any issues present on your Wagoneer. The number we have on file for you [redacted] doesn't allow the option for us to leave a voicemail so please feel free to reply to this email.

Thank you,

Wagoneer Client Services
[redacted]

---------- Original Message ----------
From: Wagoneer Customer Care [redacted]
Sent: 11/1/2021 12:40 PM
To: [redacted]
Subject: TOW [redacted]

Good afternoon Mrs. [redacted],

My name is [redacted] with Wagoneer Client Services. I'm reaching out because we were given a notice from roadside assistance that they may have come out to service your vehicle. We are just wanting to verify if the issues are still present and any questions or concerns you may have.

Please feel free to reply to this email or giving me a call at [redacted].

Thank you,

Wagoneer Client Services
[redacted]
ref:_00Dj01qsDF._5003Z1KKKpw:ref

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

VIN		***Model Year***	2022	***Brand***	JEE[redacted]
Body	[redacted]	***Vehicle***	JEEP WAGONEER SERIES II 4X4		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	11/03/2021	***CAIR Type***	Regular	***Status***	Closed
Close Date	11/11/2021	***Origin***	Telephone	***Reason***	
Mileage	0 Miles	***Market***	U	***Language***	English

Contact Email		***Contact Phone***		***Contact Mobile***	
Caller Address					
City/State/Country/Zip	[redacted]				
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					
Dealer				***Dealer Phone***	[redacted]
Dealer Address	[redacted]				[redacted]
	[redacted]				
Dealer Zone	[redacted]				
Subject	[redacted]				
Synopsis	No response				
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
11/03/2021 01:41 PM	Open
11/11/2021 02:09 PM	Closed

Initial Description

Mechanical Malfunction - Start/Stall

Case Comments

Date	Comment
11/03/2021	Outbound to dealer (68646) for status of Mechanical Malfunction - Start/Stall, the advisor states that no info on record for that customer, vehicle not there
11/03/2021	Outbound call made to customer, No answer, left voicemail for a callback
11/05/2021	Outbound call made to customer, no answer, received the customer's voicemail
11/09/2021	Outbound call made to customer, no answer, left voicemail and sent email

Email(s)

Date	11/09/2021	***Subject***	Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/09/2021 17:51 PM

Dear [redacted]

Cong[redacted]on your new purchase and welcome to the Wagoneer family!

My name is with Wagoneer Client Services, I wanted to follow up with you to offer my assistance with any issues or concern you may have with your Wagoneer

If you ever n[redacted] assistance from Wagoneer Client Services, please don□t hesitate to reach out to us

Sincerely,

Wagoneer Client Services
[redacted]
ref: 00Dj01qsDF._5003Z1Kc7hL:ref
[redacted]

Date	11/09/2021	***Subject***	Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/09/2021 17:52 PM

Dear [redacted]

Cong[redacted]on your new purchase and welcome to the Wagoneer family!

My name is with Wagoneer Client Services, I wanted to follow up with you to offer my assistance with any issues or concern you may have with your Wagoneer

If you ever n[redacted] assistance from Wagoneer Client Services, please don't hesitate to reach out to us

Sincerely,

Wagoneer Client Services
[redacted]
ref: 00Dj01qsDF._5003Z1Kc7hL:ref
[redacted]

Date	11/11/2021	***Subject***	RE: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/11/2021 14:08 PM

[redacted] [redacted]

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

I wan[redacted] up with you regarding your WAGONEER, We have made several attempts to contact you, without a response.

This is a courtesy email to inform you of your case closure.

We look forward to assisting you should you have any additional concerns or questions in the future.

Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

I'm including a link that will provide you with all of the benefits that you will receive under your Wagoneer Client Services plan.

[redacted]he Wagoneer family!

Sincerely,

Wagoneer Client Services
[redacted]

[redacted]iginal Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/9/2021 12:52 PM
To: [redacted]
Subject: Wagoneer Client Services
[redacted]
Dear

Cong[redacted]on your new purchase and welcome to the Wagoneer family!

My name is with Wagoneer Client Services, I wanted to follow up with you to offer my assistance with any issues or concern you may have with your Wagoneer

If you ever n[redacted] assistance from Wagoneer Client Services, please don't hesitate to reach out to us

Sincerely,

Wagoneer Client Services
[redacted]
ref:_00Dj01qsDF._5003Z1Kc7hL:ref
[redacted]

Date	11/11/2021	***Subject***	RE: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/11/2021 14:09 PM

Dear [redacted]

I wan[redacted] up with you regarding your WAGONEER, We have made several attempts to contact you, without a response.

This is a courtesy email to inform you of your case closure.

We look forward to assisting you should you have any additional concerns or questions in the future.

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Sincerely,

Wagoneer Client Services
[redacted]

[redacted]iginal Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/9/2021 12:52 PM
To: [redacted]
Subject: Wagoneer Client Services
[redacted]
Dear

Cong[redacted]on your new purchase and welcome to the Wagoneer family!

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Sincerely,

Wagoneer Client Services
[redacted]
ref:_00Dj01qsDF._5003Z1Kc7hL:ref
[redacted]

Date	11/11/2021	***Subject***	RE: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/11/2021 14:09 PM

[redacted]

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

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[redacted]ne Wagoneer family!

Sincerely,

Wagoneer Client Services
[redacted]

[redacted]iginal Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/9/2021 12:52 PM
To: [redacted]
Subject: Wagoneer Client Services
[redacted]
Dear

Cong[redacted]n your new purchase and welcome to the Wagoneer family!

My name is with Wagoneer Client Services, I wanted to follow up with you to offer my assistance with any issues or concern you may have with your Wagoneer

If you ever n[redacted] assistance from Wagoneer Client Services, please don't hesitate to reach out to us

Sincerely,

Wagoneer Client Services
[redacted]
ref:_00Dj01qsDF._5003Z1Kc7hL:ref
[redacted]

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

VIN		**Model Year**	2022	**Brand**	JEEP
Body		**Vehicle**	JEEP WAGONEER SERIES III 4X4		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	11/03/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/10/2021	**Origin**	Telephone	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address					
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer					
Dealer Address					
Dealer Zone					N
Subject					
Synopsis	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
11/03/2021 01:50 PM	Open
11/10/2021 09:03 PM	Closed

Initial Description

Mechanical Malfunction - Start/Stall

Case Comments

Date	Comment
11/03/2021	Outbound to dealer (44848) for status of Mechanical Malfunction - Start/Stall, NO answer in service
11/03/2021	Outbound call made to customer, he stated that he is not the one driving the vehicle, so he is unsure if further assistance needed or any issue, Agent offered to email contact info to have driver call if further assistance needed Customer's preferred email
11/04/2021	Outbound to dealer (44848) for status of Mechanical Malfunction - Start/Stall, No answer, left voicemail
11/08/2021	Outbound call made to customer, left a message and emailed customer
11/10/2021	Outbound call made to customer, she states since she picked up the vehicle form the dealer it's been driving great no further assistance is needed, closure email sent

Email(s)

Date	11/03/2021	**Subject**	Wagoneer Client Services		
From		**To**		**Sent Date/Time**	11/03/2021 17:53 PM

Dear Mr. ,

Thank you so much for taking the time to speak with me today. Our primary focus is your satisfaction

I wanted to follow up with your from Wagoneer Client Services. to offer my assistance with any issues or concern you may have with your Wagoneer

If you have any questions or need assistance with anything please let me know.

Congratulations on your new purchase and welcome to the Wagoneer family!

Sincerely,

Wagoneer Client Services
ex.
ref:_00Dj01qsDF._5003Z1Kc7tb:ref

Date	11/03/2021	**Subject**	Wagoneer Client Services		
From		**To**		**Sent Date/Time**	11/03/2021 17:53 PM

Dear Mr. ,

Thank you so much for taking the time to speak with me today. Our primary focus is your satisfaction

I wanted to follow up with your from Wagoneer Client Services. to offer my assistance with any issues or concern you may have with your Wagoneer

If you have any questions or need assistance with anything please let me know.

Congratulations on your new purchase and welcome to the Wagoneer family!

Sincerely,

Wagoneer Client Services
ex.
ref:_00Dj01qsDF._5003Z1Kc7tb:ref

Date	11/08/2021	**Subject**	Wagoneer Client Services		
From		**To**		**Sent Date/Time**	11/08/2021 19:53 PM

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

I wanted to follow up with your from Wagoneer Client Services. to offer my assistance with any issues or concern you may have with your Wagoneer

If you have any questions or need assistance with anything please let me know.

Congratulations on your new purchase and welcome to the Wagoneer family!

Sincerely,

Wagoneer Client Services
ex.
ref:_00Dj01qsDF._5003Z1Kc7tb:ref

Date	11/08/2021	***Subject***	Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/08/2021 19:53 PM

Dear Mr. ,

I wanted to follow up with your from Wagoneer Client Services. to offer my assistance with any issues or concern you may have with your Wagoneer

If you have any questions or need assistance with anything please let me know.

Congratulations on your new purchase and welcome to the Wagoneer family!

Sincerely,

Wagoneer Client Services
ex.
ref:_00Dj01qsDF._5003Z1Kc7tb:ref

Date	11/10/2021	***Subject***	RE: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/10/2021 21:02 PM

Hello Mrs. ,

Thank you for taking the time to speak with me today,

This is a courtesy email to inform you of your case closure.

We look forward to assisting you should you have any additional concerns or questions in the future.

Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

I'm including a link that will provide you with all of the benefits that you will receive under your Wagoneer Client Services plan.

Congratulations on your purchase and welcome to the Wagoneer family!

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/8/2021 2:53 PM
To:
Subject: Wagoneer Client Services

Dear Mr. ,

I wanted to follow up with your from Wagoneer Client Services. to offer my assistance with any issues or concern you may have with your Wagoneer

If you have any questions or need assistance with anything please let me know.

Congratulations on your new purchase and welcome to the Wagoneer family!

Sincerely,

Wagoneer Client Services
ex.
ref:_00Dj01qsDF._5003Z1Kc7tb:ref

Date	11/10/2021	***Subject***	RE: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/10/2021 21:02 PM

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

Thank you for taking the time to speak with me today,

This is a courtesy email to inform you of your case closure.

We look forward to assisting you should you have any additional concerns or questions in the future.

Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

I'm including a link that will provide you with all of the benefits that you will receive under your Wagoneer Client Services plan.

Congratulations on your purchase and welcome to the Wagoneer family!

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/8/2021 2:53 PM
To:
Subject: Wagoneer Client Services

Dear Mr. ,

I wanted to follow up with your from Wagoneer Client Services. to offer my assistance with any issues or concern you may have with your Wagoneer

If you have any questions or need assistance with anything please let me know.

Congratulations on your new purchase and welcome to the Wagoneer family!

Sincerely,

Wagoneer Client Services
ex.
ref:_00Dj01qsDF._5003Z1Kc7tb:ref

Date	11/10/2021	***Subject***	RE: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/10/2021 21:02 PM

Hello Mrs. ,

Thank you for taking the time to speak with me today,

This is a courtesy email to inform you of your case closure.

We look forward to assisting you should you have any additional concerns or questions in the future.

Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

I'm including a link that will provide you with all of the benefits that you will receive under your Wagoneer Client Services plan.

Congratulations on your purchase and welcome to the Wagoneer family!

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/8/2021 2:53 PM
To:
Subject: Wagoneer Client Services

Dear Mr. ,

I wanted to follow up with your from Wagoneer Client Services. to offer my assistance with any issues or concern you may have with your Wagoneer

If you have any questions or need assistance with anything please let me know.

Congratulations on your new purchase and welcome to the Wagoneer family!

Sincerely,

Wagoneer Client Services
ex.
ref:_00Dj01qsDF._5003Z1Kc7tb:ref

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

VIN		***Model Year***	2022	***Brand***	JEEP
Body	WSJH75	***Vehicle***	JEEP WAGONEER SERIES II 4X4		
Customer Provided VIN	[redacted]	***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information	Vehicle Make : Jeep Model : Wagoneer Model Year : 2022				
Open Date	11/04/2021	***CAIR Type***	Regular	***Status***	Closed
Close Date	11/04/2021	***Origin***	Roadside Assistance	***Reason***	
Mileage	5 Miles	***Market***	U	***Language***	English
Contact Email		***Contact Phone***		***Contact Mobile***	
Caller Address					
City/State/Country/					
Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/	[redacted]				
Dealer	[redacted] INC			***Dealer Phone***	
Dealer Address	[redacted]				
	[redacted]				
Dealer Zone	[redacted]				K
Subject	TOW				
Synopsis	[redacted]				
Customer Anomaly	Roadside				
	[redacted]l Malfunction - Start/Stall				
Contact Reason	C227	Roadside Link & Chase	***Customer Anomaly***		Roadside - Start/Stall
Reason Code	After Sales - Complaint - Roadside Assistance - Review Needed - Specialist working				

Case Status History

Create Date	Status
11/04/2021 11:15 AM	Open
11/04/2021 05:34 PM	Closed

Initial Description

Case Comments

Date	Comment
11/04/2021	Dealer Code : null Reference Number : Subject : TOW Reason Category : Mechanical Malfunction - Start/Stall
11/04/2021	case already exists closing case

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

Body	WSJP75	***Vehicle***	JEEP WAGONEER SERIES III 4X4		
Customer Provided VIN	[redacted]	***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information	Vehicle Make : Jeep Model : Wagoneer Model Year : 2022				
Open Date	11/04/2021	***CAIR Type***	Regular	***Status***	Closed
Close Date	11/04/2021	***Origin***	Roadside Assistance	***Reason***	
Mileage	400 Miles	***Market***	U	***Language***	English
Contact Email		***Contact Phone***		***Contact Mobile***	
Caller Address					
City/State/Country/Zip	[redacted]		[redacted]		[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/Zip	[redacted]				
Dealer	[redacted]	DODGE JEEP RAM FIA		***Dealer Phone***	
Dealer Address	[redacted]				
	[redacted]	[redacted]			[redacted]
Dealer Zone	[redacted]				N
Subject	[redacted] TOW				
Synopsis	[redacted]				
Customer Anomaly	Roadside				
	[redacted]l Malfunction - Start/Stall				
Contact Reason	C227	Roadside Link & Chase	***Customer Anomaly***		Roadside - Start/Stall
Reason Code	After Sales - Complaint - Roadside Assistance - Review Needed - Specialist working				

Case Status History

Create Date	Status
11/04/2021 11:26 AM	Open
11/04/2021 05:35 PM	Closed

Initial Description

DODGE JEEP RAM
VEH WILL NOT START JUMPSTART ATTEMPTED UNSURE IF WILL GO INTO NEUTRAL CUST IS COVERED

[redacted]s

Date	Comment
11/04/2021	Dealer Code : null Reference Number : Subject : TOW Reason Category : Mechanical Malfunction - Start/Stall
11/04/2021	outbound to Dealer-verified vehicle is at the dealership. Level 2 agent spoke to the advisor working on the vehicle. Service advisors name is . they are working on the diagnoses he believes its a bad battery as it wont start and wont jump start either . He hopes it will be diagnosed hopefully by tomorrow and repaired as the service department is closed until Tuesday. Adv[redacted] will call back tomorrow for an update.
11/04/2021	outbound to customer- answer. Left a voicemail stating I've reached out to the dealership and they hope to have the vehicle repaired as soon as possible, and will call back tomorrow.
11/04/2021	existing case already open, closing this case

[redacted]

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

Body		***Vehicle***	JEEP WAGONEER SERIES III 4X4		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information	Make : Jeep Model : Wagoneer Model Year : 2022				
Open Date	11/11/2021	***CAIR Type***	Regular	***Status***	Closed
Close Date	11/11/2021	***Origin***	Roadside Assistance	***Reason***	
Mileage	1,200 Miles	***Market***	U	***Language***	English
Contact Email		***Contact Phone***		***Contact Mobile***	
Caller Address					
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer		JEEP CHRYSLER DODGE RAM		***Dealer Phone***	
Dealer Address					
Dealer Zone					H
Subject	TOW				
Synopsis	Duplicate case 80952864				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				
Contact Reason		Roadside Link & Chase	***Customer Anomaly***		Roadside - Start/Stall
Reason Code	After Sales - Complaint - Roadside Assistance - Review Needed - Specialist working				

Case Status History

Create Date	Status
11/11/2021 12:06 PM	Open
11/11/2021 03:55 PM	Closed

Initial Description

JEEP CHRYSLER DODGE RAM

Case Comments

Date	Comment
11/11/2021	Dealer Code : null Reference Number : Subject : TOW Reason Category : Mechanical Malfunction - Start/Stall
11/11/2021	Closing Case. Duplicate case 80952864

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

Body	WSTP75	**Vehicle**	JEEP WAGONEER SERIES III 4X2 [redacted]		
Customer Provided VIN	[redacted]	**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information	Vehicle Make : Jeep Model : Wagoneer Model Year : 2022				
Open Date	11/12/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/16/2021	**Origin**	Roadside Assistance	**Reason**	
Mileage	365 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	
City/State/Country/Zip	[redacted]				[redacted]
Customer	[redacted]				[redacted]
Customer Address	[redacted]				
City/State/Country/Zip					
Dealer	[redacted]	Chrysler Dodge Jeep Ram		**Dealer Phone**	
Dealer Address	[redacted]				
Dealer Zone	[redacted]				C
[redacted]	[redacted]				
Synopsis	[redacted]				
Customer Anomaly	Roadside				
	Vehicle Inoperable				
Contact Reason	C227	Roadside Link & Chase	**Customer Anomaly**		Roadside - Vehicle Inoperable
Reason Code	After Sales - Complaint - Roadside Assistance - Review Needed - Specialist working				

Case Status History

Create Date	Status
11/12/2021 12:32 PM	Open
11/16/2021 08:17 PM	Closed

Initial Description

8139354812
If not here keys are in the cup holder.Text me when you are on the way.
[redacted]

Case Comments

Date	Comment
11/12/2021	Dealer Code : null Reference Number : Subject : TOW Reason Category : Vehicle Inoperable
11/12/2021	OB to at Description of call: Advisor called dealer to get more information on Wagoneer that was towed to dealership. Current Status of Vehicle/Case: VOR Next Steps: Dealership will call back with update Follow up date: 11/12/21 service department advised that they would call us back as soon as they conducted the proper research as there are multiple W[redacted]ce at the moment.
11/12/2021	se[redacted]ter[redacted]M requesting diagnosis update. A task has been created for to follow up.
11/12/2021	Description of call: Service called in stating vehicle hasn't been towed into them. His best contact number . Advised I would get on the line with Roadside Assistance to try and get any possible information as to where this vehicle was taken. Spoke with from roadside and gave all customer information, [redacted]e number, and RSA authorization ID but she states there isn't any information on the [redacted]tomers tow. Called out to customer at , no answer so detailed message was left trying to [redacted] vehicle location and any assistance needed Current Status of Vehicle/Case: N/A Next S[redacted] Agent will reach back out to customer no later than 11/15 to confirm location and if any additional assistance is needed Follow up date: 11/15 [redacted]
11/12/2021	OB to at Description of call: called for information on vehicle. No answer from service depart[redacted]l and email were left for to follow up. Current Status of Vehicle/Case: Possible VOR Next Steps: Agent will follow up in 2-3 hours and again on Monday if still no response to email and voicemail. Follow up date: 11/12/21
11/12/2021	OB to [redacted] Description [redacted] call: Ad[redacted] called customer for update on vehicle location. Vehicle is at CDJR because [redacted] was 45 miles away from home(location of vehicle failure) and roadside said that was too far to tow without charging customer $150. Low voltage codes were showing during diagnostics. couldn't get the vehicle to die again, however. Vehicle was towed with car running. Customer requested dealer keep the vehicle until they are able to repli[redacted] the issue(Vehicle r[redacted]f). No loaner was given offered to customer. Current Status of Vehicle/Case: Vehicle is a[redacted] attempts to repli[redacted] the [redacted]. Next Steps: Customer has been advised that agent will follow up with dealer on replication issue and advise on Monday 11/15/21. did not answer follow up call. Will call back 11/15 Follow up date:: 11/15/21
11/15/2021	OB to at Description of call: Called to find out of the problem was able to be replicated or not. Left voicemail f[redacted]rvice manager . Current Status of Vehicle/Case: Vehicle at Next Steps: Follow Up With DLRP 11/16 Follow up date: 11/16 [redacted]
11/15/2021	OB to Customer at Description of call: Called Customer to let them know did not answer call. Left voicemail for customer. Current Status of Vehicl[redacted]se: [redacted] Next Steps: Follow Up Wit[redacted]RP 11/16 Follow up date: 11/16 [redacted]
11/15/2021	Inbound call from at the de[redacted]ship- Service manager provided the following update: picked up vehicle Saturday unable to duplicate for 2 days .
11/16/2021	OB to at [redacted]cription of call: Spoke with customer. Customer confirm[redacted]ey have the vehicle back from the . Customer stated vehicle is working fine, although the w[redacted]nable to replicate the issue. Customer has stated that he is going to trade vehicle in. Current Status of Vehicle/Case: With Customer Next Steps: Follow [redacted]

[redacted]

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

Body		**Vehicle**	JEEP WAGONEER SERIES III 4X4 [redacted]		
Customer Provided VIN	[redacted]	**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information	[redacted]				
Open Date	11/16/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/02/2021	**Origin**	Telephone	**Reason**	
Mileage	1,400 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	FCA
City/State/Country/Zip	[redacted]	[redacted]			[redacted]
Customer					
Customer Address					
City/State/Country/Zip	[redacted]				
Dealer	[redacted]	CLASSIC CDJRF OF		**Dealer Phone**	
Dealer Address	[redacted]				
Dealer Zone	[redacted]	[redacted]			A
[redacted]					
Synopsis	[redacted]				
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/16/2021 01:37 PM	Open
11/22/2021 03:21 PM	Closed
11/27/2021 06:14 PM	Open
12/02/2021 07:23 PM	Closed

Initial Description

Customer states vehicle will not start

Case Comments

Date	Comment
11/16/2021	Inbound, Customer states she tried starting vehicle, error message states fail to start, unlock and open the door, foot step not coming on, Agent reach out to Wagoneer Roadside Assistance to have vehicle towed, from roadside attempted to charge the customer$117 dollars for the extra miles, Agent advised we would like to authorize the extra charges, she places the call on hold came back ask for agent name and extension to authorized extra fee, she came back and states extra miles have been override
11/16/2021	OB to at Description of call: Loaner Cu[redacted] Status of Vehicle/Case: No Start, scheduled to be towed to Next Steps: Call to arrange loaner and then customer advised Follow up date: 11/16 Outbound call to the dealer to arrange loaner for customer, received their voicemail
11/16/2021	OB to at Description of call: Loaner Current Status of Vehicle/Case: No Start, scheduled to be towed to Next Steps: Call to arrange loaner and th[redacted] Follow up date: 11/16 No answer left voicemail, also sent the customer an email
11/16/2021	OB to at Description of call: SA confirmed vehicle was towed to the dealer and loaner provided Current Status of Vehicle/Case: Tech diagnosing vehicle Next Steps: F/U [redacted] set
11/16/2021	Email sent to customer
11/18/2021	OB to [redacted] at [redacted] Description of call: Rea[redacted]g out to fro repair status, service operator states vehicle repaired and picked up yesterday Next Steps: Call to confirmed satisfaction of repairs Follow up date: 11/18
11/18/2021	OB to at: Description of call: Agent following up with customer to insure she is happy with the repairs and if further assistance needed, customer states she is satisfied with the repairs and everything went smooth, she is however concern about this issue may reoccurred in the future, Agent apologize, and states we are unable to comment on possible future event. but if it does reoccurred please reach back out to us for assistance Current Status of Vehicle/Case: Repaired Next Steps: Closing case Follow up date: N/A
11/29/2021	Agent responded to the customer's email
11/30/2021	VOC customer called informing that while backing up vehicle turned off not sure what will happen tomorrow morning ACTION TAKEN advisor informed customer if vehicle does not start in the morning to contact roadside/towing assistance have vehicle towed to the dealer NEXT STEP branded call survey
11/30/2021	OB to at: Description of call: Agent reaching out to customer to follow up, Customer states she is currently at the and maybe trading her Wagoneer for another vehicle, she just does not have the time to keep taking her new vehicle to the , request follow up 12/01 Current Status of Vehicle/Case: Unsure Next Steps: F/U Follow up date: 12/01
12/01/2021	OB to at: Description of call: Agent reaching out to customer to follow up, she stated that she trade her Wagoneer f[redacted] Chevy Suburban, she just did not have the time to keep taking the vehicle in to the , once all bugs are worked out may [redacted]rchase a Wagoneer in the future

Email(s)

[redacted]

Date	11/16/2021	**Subject**	Wagoneer Client Services		
From		**To**		**Sent Date/Time**	11/16/2021 14:51 PM

[redacted] [redacted]

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

This email is to follow up with you to let you know that I have attempted to reach the service manager twice, without response, nor have I been able to reach anyone else at the dealership, I've left a message with your information and mine and currently waiting on a callback. Once I have information regarding the loaner, I will be sure to reach out to you.

Here's some information that will be helpful for you to have:

Your case number is

The Case Management telephone number:
My direct extension:
My work hours are: 8:00-4:30 PM Monday-Friday EST.

I have also included a link that will provide you with information regarding the benefits receive under your Wagoneer Client Services plan,

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co-operation.

Sincerely,

Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1L4n0b:ref

Date	11/16/2021	***Subject***	Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/16/2021 14:51 PM

Dear

Thank you for allowing Wagoneer Client Services an opportunity to address your concern. Our primary focus is your satisfaction

This email is to follow up with you to let you know that I have attempted to reach the service manager twice, without response, nor have I been able to reach anyone else at the dealership, I've left a message with your information and mine and currently waiting on a callback. Once I have information regarding the loaner, I will be sure to reach out to you.

Here's some information that will be helpful for you to have:

Your case number is

The Case Management telephone number:
My direct extension:
My work hours are: 8:00-4:30 PM Monday-Friday EST.

I have also included a link that will provide you with information regarding the benefits receive under your Wagoneer Client Services plan,

Please don't hesitate to make contact if you have any questions or concerns.

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Sincerely,

Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1L4n0b:ref

Date	11/16/2021	***Subject***	RE: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/16/2021 18:42 PM

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

looking into the no start concern. I will continue monitor this and follow up with you and the dealer until this is resolve.

If you have any questions or need assistance with anything please let me know.

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/16/2021 9:51 AM
To:
Subject: Wagoneer Client Services

Dear

Thank you for allowing Wagoneer Client Services an opportunity to address your concern. Our primary focus is your satisfaction

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Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1L4n0b:ref

Date	11/16/2021	***Subject***	RE: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/16/2021 18:42 PM

Dear

I spoke to your advisor and he informed me that your Wagoneer was towed in and they did provided you with a loaner, and also that the technician is currently looking into the no start concern. I will continue monitor this and follow up with you and the dealer until this is resolve.

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Sent: 11/16/2021 9:51 AM
To:
Subject: Wagoneer Client Services

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ref:_00Dj01qsDF._5003Z1L4n0b:ref

Date	11/16/2021	***Subject***	RE: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/16/2021 18:42 PM

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

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From: Wagoneer Customer Care [ ]
Sent: 11/16/2021 9:51 AM
To:
Subject: Wagoneer Client Services

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Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1L4n0b:ref

Date	11/16/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/16/2021 18:46 PM

Thanks so much ! Do they have an idea of how long it might be there ? And thanks again for all of your help !

Thank you,

Kings Restoration

_____
neer Customer Care <
Sent: Tuesday, November 16, 2021 12:42:37 PM
<
Cc: <
Subject: RE: Wagoneer Client Se s

Dea

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---------- Original Message ----------
From: Wagoneer Customer Care [<mailto: >]
Sent: 11/16/2021 9:51 AM
To: <mailto: >
Subject: Wagoneer Client Services

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Sincerely,

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ref:_00Dj01qsDF._5003Z1L4n0b:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yFD&from=ext]

Date	11/16/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/16/2021 18:52 PM

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

Sent: 11/16/2021 1:46 PM
To:
Subject: Re: Wagoneer Client Services

Thanks so much ! Do they have an idea of how long it might be there ? And thanks again for all of your help !

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Kings Restoration

---

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Sent: Tuesday, November 16, 2021 12:42:37 PM
<
Cc: <
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From: Wagoneer Customer Care [<mailto: >]
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To: <mailto: >
Subject: Wagoneer Client Services

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Date	11/16/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/16/2021 18:53 PM

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

Sent: 11/16/2021 1:46 PM
To:
Subject: Re: Wagoneer Client Services

[redacted]
Thanks so much ! Do they have an idea of how long it might be there ? And thanks again for all of your help !

[redacted]
Thank you,

Kings Restoration

From: Wagoneer Customer Care <[redacted]>
Sent: Tuesday, November 16, 2021 12:42:37 PM
To: [redacted] <[redacted]>
Cc: [redacted] <[redacted]>
Subject: RE: Wagoneer Client Services [redacted]

Dear [redacted]
I spoke to your advisor [redacted] and he informed me that your Wagoneer was towed in and they did provided you with a loaner, and also that the technician is currently looking into the no start concern. I will continue monitor this and follow up with you and the dealer until this is resolve.

[redacted]
If you have any questions or need assistance with anything please let me know.

[redacted]

---------- Original Message ----------
From: Wagoneer Customer Care [mailto:[redacted]]
Sent: 11/16/2021 9:51 AM
To: [redacted] <mailto:[redacted]>
Subject: Wagoneer Client Services

Dear [redacted]
Thank you for allowing Wagoneer Client Services an opportunity to address your concern. Our primary focus is your satisfaction

This [redacted] follow up with you to let you know that I have attempted to reach the service manager twice, without response, nor have I been able to reach anyone else at the dealership, I've left a message with your information and mine and currently waiting on a callback. Once I have information regarding the loaner, I will be sure to reach out to you.

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[redacted]

Please don't hesitate to make contact if you have any questions or concerns.

[redacted]

Sincerely,

Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1L4n0b:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yFD&from=ext]

[redacted]

Date	11/16/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/16/2021 18:57 PM

[redacted]

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

Kings Restoration

From: Wagoneer Customer Care <
Sent: Tuesday, November 16, 2021 12:53:00 PM
To: <
Subject: Re: Wagoneer Client Services

You're welcome! No they do not have a time frame yet.

---------- Original Message ----------
From: [<mailto: >]
Sent: 11/16/2021 1:46 PM
To: <mailto: >
Subject: Re: Wagoneer Client Services

Thanks so much ! Do they have an idea of how long it might be there ? And thanks again for all of your help !

Thank you,

Kings Restoration

From: Wagoneer Customer Care < <mailto: >>
Sent: Tuesday, November 16, 2021 12:42:37 PM
To: <mailto: >
< <mailto: >>
Cc: < <mailto: >>
Subject: RE: Wagoneer Client Services

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From: Wagoneer Customer Care [<mailto: >
<mailto: <mailto: >>]
Sent: 11/16/2021 9:51 AM
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Subject: Wagoneer Client Services

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Sincerely,

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[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yNR&from=ext]

Date	11/16/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/16/2021 19:03 PM

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

Sent: 11/16/2021 1:57 PM
To:
Subject: Re: Wagoneer Client Services

Okay thanks so much !!

Thank you,

Kings Restoration

From: Wagoneer Customer Care <
Sent: Tuesday, November 16, 2021 12:53:00 PM
To: <
Subject: Re: Wagoneer Client Services

You're welcome! No they do not have a time frame yet.

---------- Original Message ----------
From: [<mailto: >]
Sent: 11/16/2021 1:46 PM
To: <mailto: >
Subject: Re: Wagoneer Client Services

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From: Wagoneer Customer Care < <mailto: >>
Sent: Tuesday, November 16, 2021 12:42:37 PM
To: <mailto: >
<mailto: >>
Cc: < <mailto: >>
Subject: RE: Wagoneer Client Services

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From: Wagoneer Customer Care [<mailto: >
<mailto: >>]
Sent: 11/16/2021 9:51 AM
To: <mailto: ><mailto: <mailto: >>
Subject: Wagoneer Client Services

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[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yNR&from=ext]

Date	11/16/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/16/2021 19:03 PM

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

To:
Subject: Re: Wagoneer Client Services

Okay [redacted]

Thank you,

Kings Restoration

From: Wagoneer Customer Care <
Sent: Tuesday, November 16, 2021 12:53:00 PM
To: <
Subject: Re: Wagoneer Client Services

[redacted]

You're welcome! No they do not have a time frame yet.

---------- Original Message ----------
From: [<mailto: >]
Sent: 11/16/2021 1:46 PM
To: <mailto: >
Subject: Re: Wagoneer Client Services

Thank [redacted] it might [redacted] all of your help !

Thank you,

Kings Restoration

From: Wagoneer Customer Care < <mailto: >>
Sent: Tuesday, November 16, 2021 12:42:37 PM
To: <mailto: >
<mailto: >>
Cc: < <mailto: >>
Subject: RE: Wagoneer Client Services [redacted]

Dear [redacted]

I spoke to you [redacted] that your Wagoneer was towed in and they did provided you with a loaner, and also that the technician is currently looking into the no start concern. I will continue monitor this and follow up with you and the dealer until this is resolve.

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From: Wagoneer Customer Care [<mailto: >
<mailto: >>]
Sent: 11/16/2021 9:51 AM
To: <mailto: ><mailto: <mailto: >>
Subject: Wagoneer Client Services

Dear [redacted]

Thank you for contacting Wagoneer Client Services. I appreciate your concern and your satisfaction [redacted]

This email is to follow up with you to let you know that I have attempted to reach the service manager twice, without response, nor have I been able to reach anyone else at the [redacted]. I've left a message with your information and mine and currently waiting on a callback. Once I have information regarding the loaner, I will be sure to reach out to you.

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[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yNR&from=ext]

[redacted]

Date	11/18/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/18/2021 20:39 PM

[redacted]

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

Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you and welcome to the Wagoneer family!

Sincerely,

Wagoneer Client Services
Ext

---- Original Message ----------
From: Wagoneer Customer Care [ ]
021 2
To:
Subject: Re: Wagoneer Client Services

It's my pleasure.

From: [ ]
Sent: 11/16/2021 1:57 PM
To:
Subject: Re: Wagoneer Client Services

Okay t

Tha

Kings Restoration

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From: Wagoneer Customer Care <
ay, November 16, 2021 12:53:00 PM
To: <
Vagoneer Client Services

You're welcome! No they do not have a time frame yet.

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From: [<mailto: >]
Sent: 11/16/2021 1:46 PM
To: <mailto: >
Subject: Re: Wagoneer Client Services

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From: Wagoneer Customer Care < <mailto: >>
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To: <mailto: >
<mailto: >>
Cc: < <mailto: >>
Subject: RE: Wagoneer Client Se s

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From: Wagoneer Customer Care [<mailto: >
<mailto: <mailto: >>]
Sent: 11/16/2021 9:51 AM
To: <mailto: ><mailto: <mailto: >>
Subject: Wagoneer Client Services

Dear

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Sincerely,

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

[redacted]

Date	11/18/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/18/2021 20:39 PM

[redacted] [redacted]

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

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Subject: Re: Wagoneer Client Services

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To:
Subject: Re: Wagoneer Client Services

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Sent: Tuesday, November 16, 2021 12:53:00 PM
To: <
Subject: Re: Wagoneer Client Services

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Sent: 11/16/2021 1:46 PM
To: <mailto: >
Subject: Re: Wagoneer Client Services

Thank

Tha

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From: Wagoneer Customer Care < <mailto: >>
Sent: Tuesday, November 16, 2021 12:42:37 PM
To: <mailto: >
<mailto: >>
Cc: < <mailto: >>
Subject: RE: Wagoneer Client Services

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From: Wagoneer Customer Care [<mailto: >
<mailto: <mailto: >>]
Sent: 11/16/2021 9:51 AM
To: <mailto: ><mailto: <mailto: >>
Subject: Wagoneer Client Services

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Date	11/18/2021	**Subject**	Re: Wagoneer Client Services		
From		**To**		**Sent Date/Time**	11/18/2021 20:39 PM

[redacted] [redacted]

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

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Wagoneer Client Services
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---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/16/2021 2:03 PM
To:
Subject: Re: Wagoneer Client Services

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---------- Original Message ----------
From: [ ]
Sent: 11/16/2021 1:57 PM
To:
Subject: Re: Wagoneer Client Services

Okay thanks so much !!

Thank you

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From: Wagoneer Customer Care < >
Sent: Tuesday, November 16, 2021 12:53:00 PM
To: < >
Subject: Re: Wagoneer Client Services

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---------- Original Message ----------
From: [<mailto: >]
Sent: 11/16/2021 1:46 PM
To: <mailto: >
Subject: Re: Wagoneer Client Services

Thanks so much ! Do they have an idea of how long it might be there ? And thanks again for all of your help !

Thank you,

Kings Restoration

From: Wagoneer Customer Care < <mailto: >>
Sent: Tuesday, November 16, 2021 12:42:37 PM
To: <mailto: >
< <mailto: >>
Cc: < <mailto: >>
Subject: RE: Wagoneer Client Services

Dear

I spoke to [illegible] this he informed me that you [illegible] and they did provided you with a loaner, and also that the technician is currently looking into the no start concern. I will continue monitor this and follow up with you and the dealer until this is resolve.

If you have any questions or need assistance with anything please let me know.

---------- Original Message ----------
From: Wagoneer Customer Care [<mailto: >
<mailto: <mailto: >>]
Sent: 11/16/2021 9:51 AM
To: <mailto: ><mailto: <mailto: >>
Subject: Wagoneer Client Services

Dear

Thank you for allowing Wagoneer Client Services an opportunity to address your concern. Our primary focus is your satisfaction

This email is to follow up with you to let you know that I have attempted to reach the service manager twice, without response, nor have I been able to reach anyone else at the dealership. I've left a message with your information and mine and currently waiting on a callback. Once I have information regarding the loaner, I will be sure to reach out to you.

Here's some information that will be helpful for you to have:

Your case number is

The Case Management telephone number:
My direct extension:
My work hours are: 8:00-4:30 PM Monday-Friday EST.

I have also included a link that will provide you with information regarding the benefits receive under your Wagoneer Client Services plan,

Please don't hesitate to reach contact if you have any questions or concerns.

Thank you for your patience and co-operation!

Sincerely,

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

[redacted] ***Date***	11/27/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/27/2021 18:14 PM

[redacted] [redacted]

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

From: Wagoneer Customer Care <
Sent: Tuesday, November 16, 2021 1:03:43 PM
<
Subject: Re: Wagoneer Client Services

It's my pleasure.

---------- Original Message ----------
<mailto: >]
Sent: 11/16/2021 1:57 PM
To: <mailto:
Subject: Re: Wagoneer Client Services

Okay thanks so much !!

Thank you,

Kings Restoration

From: Wagoneer Customer Care <mailto: >>
Sent: Tuesday, November 16, 2021 12:53:00 PM
<mailto: >>
Subject: Re: Wagoneer Client Services

You're welcome! No they do not h

From: [<mailto: >
<mailto: <mailto: >>]
Sent: 11/16/2021 1:46 PM
To: <mailto: >
<mailto: <mailto: >>
Subject: Re: Wagoneer Client Services

Thanks of how hks again for all of your help !

Tha

Kings Restoration

From: Wagoneer Customer Care < <mailto: >
<mailto: <mailto: >>>
ay, November 16, 2021 12:42:37 PM
To: <mailto: >
<mailto: >>
< <mailto: >
<mailto:
Cc: <mail
<mailto: <mailto: >>>
Sub
D
I sp d that your ey did provided you with a loaner, and also that the technician is currently looking ntinue ou and the dealer until this is resolve.

If you have any questions or need assistance with anything please let me know.

---------- Original Me e ----------
From: Wagoneer Customer Care [<mailto: >
<mailto: <mailto: >>
<mailto: <mailto: >
<mailto: <mailto: >>>]
Sent: 11/16/2021 9:51 AM
To: <mailto: ><mailto: <mailto: >>
<mailto: ><mailt o: >>>
Subject:
Dear

Tha lient Se your cor satisfac

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

Date	11/29/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/29/2021 21:48 PM

[redacted] [redacted]

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

[redacted]
---------- Original Message ----------
From: [redacted]]
Sent: 11/27/2021 1:14 PM
To:
Subject: Re: Wagoneer Client Services

Hello we have a dent from when the car was in the shop who do I contact for that ?
[redacted]
Thank you,
[redacted]
Kings Restoration

_____
From: Wagoneer Customer Care < [redacted] >
Sent: Tuesday, November 16, 2021 1:03:43 PM
To: [redacted] < [redacted] >
Subject: Re: Wagoneer Client Services

[redacted]
It's my pleasure.
[redacted]
---------- Original Message ----------
From: [redacted] [redacted] <mailto: [redacted] >]
Sent: 11/16/2021 1:57 PM
To: [redacted] <mailto: [redacted] >
Subject: Re: Wagoneer Client Services

Okay thanks so much !!
[redacted]
Thank you,
[redacted]
Kings Restoration

_____
From: Wagoneer Customer Care < [redacted] <mailto: [redacted] >>
Sent: Tuesday, November 16, 2021 12:53:00 PM
To: [redacted] < [redacted] <mailto: [redacted] >>
Subject: Re: Wagoneer Client Services

[redacted]
You're welcome! No they do not have a time frame out [redacted]

---------- Original Message ----------
From: [redacted] [[redacted] <mailto: [redacted] >
<mailto: [redacted] <mailto: [redacted] >>]
Sent: 11/16/2021 1:46 PM
To: [redacted] <mailto: [redacted] >
<mailto: [redacted] <mailto: [redacted] >>
Subject: Re: Wagoneer Client Services

[redacted]
Thanks so much !!! Then I have an idea of how long it might be there !! And thanks again for all of your help !

Thank you,
[redacted]
Kings Restoration

_____
From: Wagoneer Customer Care < [redacted] <mailto: [redacted] >
<mailto: [redacted] <mailto: [redacted] >>>
Sent: Tuesday, November 16, 2021 12:42:37 PM
To: [redacted] <mailto: [redacted] >
[redacted] <mailto: [redacted] >>
< [redacted] <mailto: [redacted] >
<mailto: [redacted] <mailto: [redacted] >>>
Cc: [redacted] <mailto: [redacted] >
<mailto: [redacted] <mailto: [redacted] >>>
Subject: RE: Wagoneer Client Services
[redacted]
Dear [redacted]

I spoke with [redacted] that you [redacted] that they did provided you with a loaner, and also that the technician is currently looking into the issue right now. I will continue [redacted] and follow up with you and the dealer until this is resolve.

If you have any questions or need assistance with anything please let me know.

[redacted]
---------- Original Message ----------
From: Wagoneer Customer Care [[redacted] <mailto: [redacted] >
<mailto: [redacted] <mailto: [redacted] >>
<mailto: [redacted] <mailto: [redacted] >
<mailto: [redacted] <mailto: [redacted] >>>]
Sent: 11/16/2021 9:51 AM
To: [redacted] <mailto: [redacted] ><mailto: [redacted] <mailto: [redacted] >>
<mailto: [redacted] <mailto: [redacted] ><mailto: [redacted] <mailto: [redacted] >>>
Subject: Wagoneer Client Services
[redacted]
Dear [redacted]

Thank you for allowing Wagoneer Client Services an opportunity to address your concern. Our primary focus is your satisfaction [redacted]

This email is to follow up with you to let you know that I have attempted to reach the service manager twice, without response, nor have I been able to reach anyone else at the dealership, I've left a message with your information and mine and currently waiting on a callback. Once I have information regarding the loaner, I will be sure to reach out to you [redacted]

Here's some information that will be helpful for you to have:

Your case number is

[redacted]

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

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co-operation!

Sincerely,

Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1L4n0b:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yFD&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yNR&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yXC&from=ext]

Date	11/29/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/29/2021 21:48 PM

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

---------- Original Message ----------
From: [ ]
Sent: 11/27/2021 1:14 PM
To:
Subject: Re: Wagoneer Client Services

Hello we have a dent from when the car was in the shop who do I contact for that ?

Thank you,

Kings Restoration

From: Wagoneer Customer Care <
Sent: Tuesday, November 16, 2021 1:03:43 PM
To: <
Subject: Re: Wagoneer Client Services

It's my pleasure.

---------- Original Message ----------
From: [<mailto: >]
Sent: 11/16/2021 1:57 PM
To: <mailto: >
Subject: Re: Wagoneer Client Services

Okay thanks so much !!

Thank you,

Kings Restoration

From: Wagoneer Customer Care < <mailto: >>
Sent: Tuesday, November 16, 2021 12:53:00 PM
To: < <mailto: >>
Subject: Re: Wagoneer Client Services

You're welcome! No they do not have a time frame yet.

---------- Original Message ----------
From: [<mailto: >
<mailto: <mailto: >>]
Sent: 11/16/2021 1:46 PM
To: <mailto: >
<mailto: <mailto: >>
Subject: Re: Wagoneer Client Services

Thanks so much! Do they have an idea of how long it might be? Thank thanks again for all of your help !

Thank you

Kings Restoration

From: Wagoneer Customer Care < <mailto: >
<mailto: <mailto: >>>
Sent: Tuesday, November 16, 2021 12:42:37 PM
To: <mailto: >
<mailto: <mailto: >>
<mailto: <mailto: >
<mailto: <mailto: >>>
Cc: <
<mailto:
Subject: RE: Wagoneer Client Services

Dear

I spoke with the service manager and they advised that your vehicle is ready and provided you with a loaner, and also that the technician is currently looking into the noise concern. We will continue to monitor this with you and the dealer until this is resolve.

If you have any questions or need assistance with anything please let me know.

---------- Original Message ----------
From: Wagoneer Customer Care [<mailto: >
<mailto: <mailto: >>
<mailto: <mailto: >
<mailto: <mailto: >>>]
Sent: 11/16/2021 9:51 AM
To: <mailto: ><mailto: <mailto: >>
<mailto: <mailto: ><mailto: <mailto: >>>
Subject: Wagoneer Client Services

Dear

Thank you for allowing Wagoneer Client Services an opportunity to address your concern. Our primary focus is your satisfaction.

This email is to follow up with you to let you know that I have attempted to reach the service manager twice, without response, nor have I been able to reach anyone else at the dealership, I've left a message with your information and mine and currently waiting on a callback. Once I have information regarding the loaner, I will be sure to reach out to you.

Here's some information that will be helpful for you to have:

Your case number is

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

Please don't hesitate to make contact if you [redacted] questions or concerns.

Thank you for your patience and co-operation!

Sincerely,
[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1L4n0b:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yFD&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yNR&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yXC&from=ext]

[redacted]	12/01/2021	***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	12/01/2021 19:19 PM

[redacted] [redacted]

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

[redacted]

If you have any questions or need assistance with anything please let me know

Sincerely,

Wagoneer Client Services
Ext

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/29/2021 4:48 PM
[redacted]
Subject: Re: Wagoneer Client Services
[redacted]
Dear

I Just saw your email I am so sorr[redacted]r vehicle was at the dealer, You would need to contact the service manager at the dealership.
[redacted]
Please let me know if you need any assistance with reaching out to the dealership

---------- Original Message ----------
From: [ ]
Sent: 11/27/2021 1:14 PM
To:
Subject: Re: Wagoneer Client Services

Hello we have a dent from when the car was in the shop who do I contact for that ?

Thank[redacted]

King[redacted]

_____
From: Wagoneer Customer Care <[redacted]>
Sent: Tuesday, November 16, 2021 1:03:43 PM
To: <[redacted]>
[redacted] Wagoneer Client Services

[redacted]e.

---------- Original Message ----[redacted]
From: [redacted] <mailto:[redacted]>]
Sen[redacted]1 [redacted]
To: <mailto:[redacted]>
Subject: Re: Wagoneer Client Services

Okay thanks so much !!

Thank[redacted]

King[redacted]

_____
From: Wagoneer Customer Care <[redacted]<mailto:[redacted]>>
Sent: Tuesday, November 16, 2021 12:53:00 PM
To: <[redacted]<mailto:[redacted]>>
[redacted] Wagoneer Client Services

[redacted]
You're welcome! No they do not have a time frame yet.
[redacted]
---------- Original Message ----------
Fro[redacted] <mail[redacted]>
<mailto:[redacted]<mailto:[redacted]>>]
Sent: 11/16/2021 1:46 PM
To: <mailto:[redacted]>
<mailto:[redacted]<mailto:[redacted]>>
Subject: Re: Wagoneer Client Services

Thank[redacted]D[redacted]it might[redacted]r all of your help !
[redacted]
Thank you,
[redacted]
Kings R[redacted]

_____
From: Wagoneer Customer Care <[redacted]<mailto:[redacted]>
<mailto:[redacted]<mailto:[redacted]>>>
Sent: Tuesday, November 16, 2021 12:42:37 PM
[redacted]<mailto:[redacted]>
<mailto:[redacted]<mailto:[redacted]>>
[redacted]<mailto:[redacted]>
<mailto:[redacted]<mailto:[redacted]>>>
Cc: <[redacted]>
<mailto:[redacted]>
Subject: RE: Wagoneer Client Services
[redacted]
Dear [redacted]
[redacted]
I spoke [redacted]e that yo[redacted]d provided you with a loaner, and also that the technician is currently look[redacted]nc[redacted]onitor thi[redacted]s dealer until this is resolve.
[redacted]
If you have any questions or need assistance with anything please let me know.

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

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

Subject: Wagoneer Client Services [redacted]

Dear [redacted]

Thank you for allowing Wagoneer Client Services an opportunity to address your concern. Our primary focus is your satisfaction [redacted]

This em[redacted]you kno[redacted] the serv[redacted]onse, nc[redacted]one else at the dealership, I've left a message with your information and mine and currently waiting on a callback. Once I have information regarding the loaner, I will be sure to reach out to you.

[redacted]

Here's some information that will be helpful for you to have:

Your case number is

The Case Management telephone number:
My direct extension:
My work hours are: 8:00-4:30 PM Monday-Friday EST.

I have also included a link that will provide you with information regarding the benefits receive under your Wagoneer Client Services plan,

[redacted]

Please don't hesitate to make contact if you[redacted]stions or concerns.

[redacted]

Thank you for your patience and co-operation!

Sincerely,

[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1L4n0b:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yFD&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yNR&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yXC&from=ext]

[redacted] 2/01/2021		***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	12/01/2021 19:19 PM

[redacted] [redacted]

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

If you have any questions or need assistance with anything please let me know

Sincerely,

Wagoneer Client Services
Ext

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/29/2021 4:48 PM
To:
Subject: Re: Wagoneer Client Services

Dear

I Just saw your email I am so sorry that you have had to wait for your vehicle was at the dealer, You would need to contact the service manager at the dealership.

Please let me know if you need any assistance with reaching out to the dealership

---------- Original Message ----------
From: [ ]
Sent: 11/27/2021 1:14 PM
To:
Subject: Re: Wagoneer Client Services

Hello we have a dent from when the car was in the shop who do I contact for that ?

Thank you

Kings Restoration

_____
From: Wagoneer Customer Care <
Sent: Tuesday, November 16, 2021 1:03:43 PM
To: <
Subject: Re: Wagoneer Client Services

It's my pleasure.

---------- Original Message ----------
From: [<mailto: >]
Sent: 11/16/2021 1:57 PM
To: <mailto:
Subject: Re: Wagoneer Client Services

Okay thanks so much !!

Thank you

Kings Restoration

_____
From: Wagoneer Customer Care < <mailto: >>
Sent: Tuesday, November 16, 2021 12:53:00 PM
To: < <mailto: >>
Subject: Re: Wagoneer Client Services

You're welcome! No they do not have a time frame yet.

---------- Original Message ----------
From: [<mailto: >
<mailto: <mailto: >>]
Sent: 11/16/2021 1:46 PM
To: <mailto: >
<mailto: <mailto: >>
Subject: Re: Wagoneer Client Services

Thank you so much ! Do they have a time frame of how long it might be ? Again thank you for all of your help !

Thank you,

Kings Restoration

_____
From: Wagoneer Customer Care < <mailto: >
<mailto: <mailto: >>>
Sent: Tuesday, November 16, 2021 12:42:37 PM
To: <mailto: >
<mailto: <mailto: >>
< <mailto: >
<mailto: <mailto: >>>
Cc: < <mailto:
<mailto: >>>
Subject: RE: Wagoneer Client Services

Dear

I spoke to with [redacted] and he informed me that you dimensional issue, he said they did provided you with a loaner, and also that the technician is currently looking into this for [redacted] Please continue to monitor the [redacted] dealer until this is resolve.

If you have any questions or need assistance with anything please let me know.

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

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

Subject: Wagoneer Client Services [redacted]

Dear [redacted]

Thank you for allowing Wagoneer Client Services an opportunity to address your concern. Our primary focus is your satisfaction

This email is to follow up with you to let you know that I have continued to reach the service [redacted] with limited response, [redacted] to contact anyone else at the dealership, I've left a message with your information and mine and currently waiting on a callback. Once I have information regarding the loaner, I will be sure to reach out to you.

[redacted]

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Your case number is

The Case Management telephone number:
My direct extension:
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I have also included a link that will provide you with information regarding the benefits receive under your Wagoneer Client Services plan,

[redacted]

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co-operation!

Sincerely,

[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1L4n0b:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yFD&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yNR&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yXC&from=ext]

[redacted] 12/01/2021		***Subject***	Re: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	12/01/2021 19:19 PM

[redacted]

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

If you have any questions or need assistance with anything please let me know

Sincerely,

Wagoneer Client Services
Ext

---------- Original Message ----------
From: Wagoneer Customer Care [ ]
Sent: 11/29/2021 4:48 PM
To:
Subject: Re: Wagoneer Client Services

Dear

I Just saw your email I am so sorry to hear that you have a dent from when your vehicle was at the dealer, You would need to contact the service manager at the dealership.

Please let me know if you need any assistance with reaching out to the dealership

---------- Original Message ----------
From: [ ]
Sent: 11/27/2021 1:14 PM
To:
Subject: Re: Wagoneer Client Services

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Thank you

Kings Restoration

From: Wagoneer Customer Care <
Sent: Tuesday, November 16, 2021 1:03:43 PM
To: <
Subject: Re: Wagoneer Client Services

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---------- Original Message ----------
From: [<mailto: >]
Sent: 11/16/2021 1:57 PM
To: <mailto: >
Subject: Re: Wagoneer Client Services

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Sent: Tuesday, November 16, 2021 12:53:00 PM
To: < <mailto: >>
Subject: Re: Wagoneer Client Services

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From: [<mailto: >
<mailto:]
Sent: 11/16/2021 1:46 PM
To: <mailto: >
<mailto: <mailto: >>
Subject: Re: Wagoneer Client Services

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From: Wagoneer Customer Care < <mailto: >
<mailto: <mailto: >>>
Sent: Tuesday, November 16, 2021 12:42:37 PM
To: <mailto: >
<mailto: >>
< <mailto: >
<mailto: >>>
Cc: < <mailto: >
<mailto: >>>
Subject: RE: Wagoneer Client Services

Dear

I spoke to your service and he informed me that your Wagoneer was towed in and they did provided you with a loaner, and also that the technician is currently looking into the issue with your monitor and will contact you with an update as soon as he has one until this is resolve.

If you have any questions or need assistance with anything please let me know

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

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

[redacted]

Dear [redacted]

Thank you for allowing Wagoneer Client Services an opportunity to address your concerns. Our primary focus is your satisfaction

This email is to follow up with you to let you know that we attempted to reach the [redacted] response. We were not able to reach anyone else at the [redacted] We look forward to working with your [redacted] and remain actively waiting for a callback. Once we have information regarding the matter, we will be sure to reach out to you.

Here's [redacted] information that will be helpful for you to have:

Your case number is

The Case Management telephone number:
My direct extension:
My work hours are: 8:00-4:30 PM Monday-Friday EST.

I have also included a link that will provide you with information regarding the benefits receive under your Wagoneer Client Services plan,

[redacted]

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your p[redacted]nd co-operation!

Sincerely,

[redacted]
Wagoneer Client Services
ref:_00Dj01qsDF._5003Z1L4n0b:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yFD&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yNR&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000u2yXC&from=ext]

[redacted]

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

Open Date	11/17/2021	**CAIR Type**	Regular	**Status**	Close[redacted]
Close Date	[redacted]	**Origin**	Telephone	**Reason**	
Mileage	[redacted]	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	FCA
City/State/Country/Zip					

Customer	RTJ INC DBA CMI
Customer Address	
City/State/Country/Zip	[redacted]

Dealer	JEEP	**Dealer Phone**	
Dealer Address			[redacted]
Dealer Zone	[redacted]	**Service**	

Subject	Reference Case [redacted]
Synopsis	[redacted]
Customer Anomaly	[redacted]
	[redacted]

Contact Reason	[redacted] e With Vehicle	**Customer Anomaly**	103 [redacted] Vehicle No Start

Reason Code	After Sales - Com[redacted] Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
11/17/2021 06:19 PM	Open
12/02/2021 04:53 PM	Closed

Initial Description

Case under incorrect VIN -

Case Comments

Date	Comment
11/22/2021	Customer called in for the case Manager Level 2 agent connected them
11/22/2021	OB to at Description of call: Customer called in to advised that his sent over the receipt for the tow to submit for reimbursement, also his decided to go with the complimentary Road Hazard SC Current Status of Vehicle/Case: Next Steps: Submit reimbursement request and Road Hazard Follow up date: 11/26
11/22/2021	Please see case # [redacted] for more info as to why a complimentary SC was offered to the customer
11/22/2021	OB call to at: Description of call: to confirm mailing to send check to Customer states to make checkout to him and sent it to his personal mailing nit business @
11/23/2021	Check Request Information Total Amount: $315.00 Breakdown: $315.00 Documents: Tow Receipt Reason: POP for tow, Roadside did not show for two days Justification: Goodwill
11/24/2021	OB ca[redacted] DLR [redacted] Description of call: Agent reaching out to DLR for the status of repair, call was transferred to 's voicemail Current Status of Vehicle/Case: Vehicle having repairs Next Steps: Follow up with DLR on Friday Follow up date: 11/26
11/26/2021	OB call to DLR at: [redacted] Description of call: Agent reaching out to DLR for the status of repair, Received the service dept.'s voicemail Current Status of Vehicle/Case: Next Steps: Follow up with DLR on Monday Follow up date: 11/29
11/29/2021	OB call to DLR at: [redacted] hing out to DLR for the status of repair, Received the service dept.'s voicemail Current Status of Vehicle/Case: N/A Next Steps: Follow up with DLR Follow up date: 12/01
11/29/2021	OB call to at: Description of call: Agent reaching out to customer, No answer left voicemail and email sent Current Status of Vehicle/Case: Waiting customer's repsonse Next Steps: F/U Follow up date: 12/01
11/29/2021	Customer sent an email stating, "This is the only receipt that they gave me. There is a balance due of $0.00. below is the transaction from my credit card showing what I paid. Please remind them that I should have never had to handle this myself." It's not the customer's fault that roadside did not show up to picked up, or that his vehicle shut down on him, we called roadside twice and they never showed up
11/29/2021	Check Request Information Total Amount: $315.00 Breakdown: $315.00 Documents: Tow Invoice, image002.png Receipt Reason: POP for tow, Roadside did not show for two days Justification: Goodwill
12/01/2021	OB call to DLR at: Description of call: states that the vehicle no longer at the DLR, it was release to the customer
12/01/2021	OB call to at: Description of call: Agent reaching out to customer to follow up , advised check sent for payment please allow 2-3 weeks to received and plan provision for road hazard mailed and active Current Status of Vehicle/Case: Repaired and release Next Steps: Close case Follow up date: NO F/U

Email(s)

Date	11/29/2021	**Subject**	Wagoneer Client Services		
From	[redacted]	**To**	[redacted]	**Sent Date/Time**	11/29/2021 17:46 PM

Good Afternoon Mr. [redacted]

Hope this email finds you well, My corporate resources reached out and advised the document sent was an invoice and they are unable to process the reimbursement for the tow without a copy of the receipt. please reply to this email with the receipt, once received we'll be able to process the reimbursement.

If you have any questions or need assistance with anything please let me know

Thank y[redacted]

Sincerely,

Wagoneer Client Services
ext.
ref:_00Dj01qsDF._5003Z1L5Dju:ref

Date	11/29/2021	**Subject**	Wagoneer Client Services		
From	[redacted]	**To**		**Sent Date/Time**	11/29/2021 17:46 PM

[redacted]

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

Sincerely,

Wagoneer Client Services
ext.
ref:_00Dj01qsDF._5003Z1L5Dju:ref

Date	11/29/2021	***Subject***	RE: Wagoneer Client Services		
From		***To***		***Sent Date/Time***	11/29/2021 17:53 PM

This is the only receipt that they gave me. There is a balance due of $0.00. below is the transaction from my credit card showing what I paid. Please remind them that I should have never had to handle this myself.

, Operations
M: | O:
<
>
[cid:image001.png@01D7E50E.D2E980A0]

neer Customer Care <
>
November 29, 2021 10:46 AM
Sub er Cl
Good Afternoon Mr.

Hope this email finds you well, My corporate resources reached out and advised the document sent was an invoice and they are unable to process the reimbursement for the tow without a copy of the r ot. ot, once received we'll be able to process the reimbursement.

If y sti anything please let me know

Thank you for your patience and co-operation!
Sincerely,

Wagoneer Client Services
ext.

[ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000uMHP4&from=ext]

ref:_00Dj01qsDF._5003Z1L5Dju:ref

Date	11/29/2021	***Subject***	RE: Wagoneer Client Services		
		To		***Sent Date/Time***	11/29/2021 22:10 PM

Thank you for sending the attachment over and yes I do agree and will remind them that you should have never had to handle this your self.

---------- Original Message ----------
From: [ ]
Sent: 11/29/2021 12:53 PM
To:
Subject:

This is the only receipt that they gave me. There is a balance due of $0.00. below is the transaction from my credit card showing what I paid. Please remind them that I should have never had to handle this myself.

, Operations
<mailto:
>
M: | O:
<
>
[cid:image001.png@01D7E50E.D2E980A0]

neer Customer Care <
>
November 29, 2021 10:46 AM
Sub er Cl
Good Afternoon Mr.

Hope this email finds you well, My corporate resources reached out and advised the document sent was an invoice and they are unable to process the reimbursement for the tow without a copy of the r ot. ot, once received we'll be able to process the reimbursement.

If y sti anything please let me know

Thank you for your patience and co-operation!
Sincerely,

Wagoneer Client Services
ext.

[ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000uMHP4&from=ext]

ref:_00Dj01qsDF._5003Z1L5Dju:ref

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

To:
Subject: [redacted]

This is the only receipt that they gave me. There is a balance due of $0.00. below is the transaction from my credit card showing what I paid. Please remind them that I should have never had to handle this myself.

[redacted]

[redacted], Operations
<mailto: [redacted] >
M: [redacted] | O: [redacted]
< [redacted] >
[cid:image001.png@01D7E50E.D2E980A0]

[redacted]

From: Wagoneer Customer Care USA < [redacted] >
[redacted] November 29, 2021 10:46 AM
[redacted]
Subject: [redacted]

[redacted]

Good Afternoon Mr.

Hope this email finds you well, My corporate resources reached out and advised the document sent was an invoice and they are unable to process the reimbursement for the tow without a copy of the receipt. [redacted] once received we'll be able to process the reimbursement.

If you have any questions or need assistance with anything please let me know

Thank you for your patience and co-operation!

[redacted]

Sincerely,

Wagoneer Client Services
[redacted] ext.

[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000uMHP4&from=ext]

ref:_00Dj01qsDF._5003Z1L5Dju:ref

[redacted]

Date	11/29/2021	***Subject***	RE: Wagoneer Client Services		
[redacted]		***To***		***Sent Date/Time***	11/29/2021 22:11 PM

[redacted]

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