

New Customer Assistance Inquiry Record (CAIR)#	02088245
VIN	
Body	
Customer Provided VIN	
Batch Case Information	
Open Date	
Close Date	
Mileage	
Contact Email	
Caller Address	
City/State/Country/Zip	
Customer	
Customer Address	
City/State/Country/Zip	
Dealer	
Dealer Address	

Dealer Zone	Midwest	Sales District		Service District	B
Subject	special investigation				
Synopsis	issue resolved				
Customer Anomaly					
Contact Reason	C99	Vehicle Caused Property Damage	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Property Damage - Caused by Vehicle				

Case Status History

Create Date	Status
05/13/2025 09:31 PM	Open
05/22/2025 09:20 PM	Suspended
05/23/2025 04:01 AM	Open
05/23/2025 02:55 PM	Closed

Initial Description

customer wanted to report a special investigation

Case Comments

Date	Comment
05/13/2025	VOC: customer called in to report an incident pertaining to the battery has been dead and caused fire Actions Taken: submitted SI / advised the TOT AH: Article # 000002959 Recalls: N/A DLR: N/A
05/14/2025	Case returned to prior agent for Missing Documentation in case: 1. Caller Description: Clearly document the event details and product defect allegation. 2. Date of Event: Month / Day / Year 3. Caller Contact Data: Name, Mailing Address, Phone Number, Email Address 4. Vehicle Location: Name, Physical Address, Phone Number (any corresponding stock # or lot # if available). 5. TREAD Report: Confirm that the U.S. Federal (T)ransportation (R)ecall (E)nhancement, (A)ccountability, (D)ocumentation (T,R,E,A,D.) Act data is accurate. 6. Reason Code Accuracy: Please confirm proper case codes and product reason codes are posted (i.e. Accident / Fire - Product Reason Codes identify defect allegation).

New Customer Assistance Inquiry Record (CAIR)#

93061295

VIN					
Body					
Customer Provided VIN					
Batch Case Information					

Open Date	05/20/2025	CAIR Type	Regular	Status	Closed
Close Date	07/01/2025	Origin	Telephone	Reason	
Mileage	56,716 Miles	Market	U	Language	English

Contact Email	
Caller Address	
City/State/Country/Zip	
Customer	
Customer Address	
City/State/Country/Zip	
Dealer	
Dealer Address	
Dealer Zone	

Subject	Loaner car / rental				
Synopsis	No response from customer				
Customer Anomaly					
Contact Reason	C184	Request For Rental Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
05/20/2025 05:14 PM	Open
06/09/2025 02:29 PM	Suspended
06/16/2025 04:01 AM	Open
07/01/2025 08:10 PM	Closed

Initial Description

cx called in requesting to have a loaner car

Case Comments

Date	Comment
05/20/2025	Cx called in requesting for a loaner car the for a reason that the motor started overheating and it start to melt, and it will take approximately a month or two months before the vehicle can be fully fix, for a reason that it needs a new engine replacement. WESTBURY JEEP CHRYSLER DODGE, INC. 111 bond street 11590, the cx bring the vehicle on may 16 for the issue, as requested the case will be escalated to specialist and will received a callback after one business day.
05/21/2025	
05/21/2025	
05/21/2025	
05/23/2025	
05/23/2025	
05/23/2025	

Date	
06/05/2025	
06/05/2025	
06/05/2025	
06/05/2025	
06/09/2025	
06/16/2025	
06/18/2025	
06/19/2025	
06/19/2025	
06/24/2025	
06/24/2025	
06/24/2025	
06/27/2025	

Email(s)

Date [Redacted]
From [Redacted]
Subject: Case #33001295 - Loaner Reimbursement Details

[Redacted] and I've been assigned as the case manager for your 2020 Jeep Gladiator Sport 4x4 (VIN [Redacted]) as we discussed today, there is a note on your account confirming that you have been pre-approved for a loaner reimbursement allowance of \$50.00 per day for up to 7 days, with the option to extend for an additional 7 days if needed until the repair is complete.

Please be sure to retain all rental receipts and service invoices until further notice, as they will be required for reimbursement processing. I'll continue to monitor your case and am here to support you throughout the process.

Feel free to reach out if you have any questions or need further assistance.

Warm regards,

[Redacted]

Hello,

I tried contacting you but unable to reach you and left voicemails, i would like to update you Service advisor chate informed the vehicle repairs will be done by end of this week, if you have any questions or concerns please reach out to me directly to 844-827-2006 ext 5140301

Regards,

[REDACTED]

[REDACTED] I've been assigned as the case manager for your 2020 Jeep Gladiator Sport 4x4 (VIN [REDACTED]) discussed today, there is a note on your account confirming that you have been pre-approved for a loaner reimbursement allowance of \$50.00 per day for up to 7 days, with the option to extend for an additional 7 days if needed until the repair is complete.

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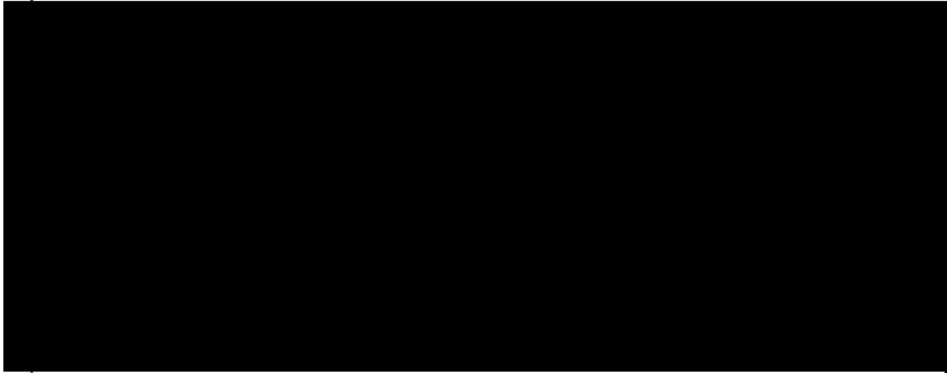
Feel free to reach out if you have any questions or need further assistance.

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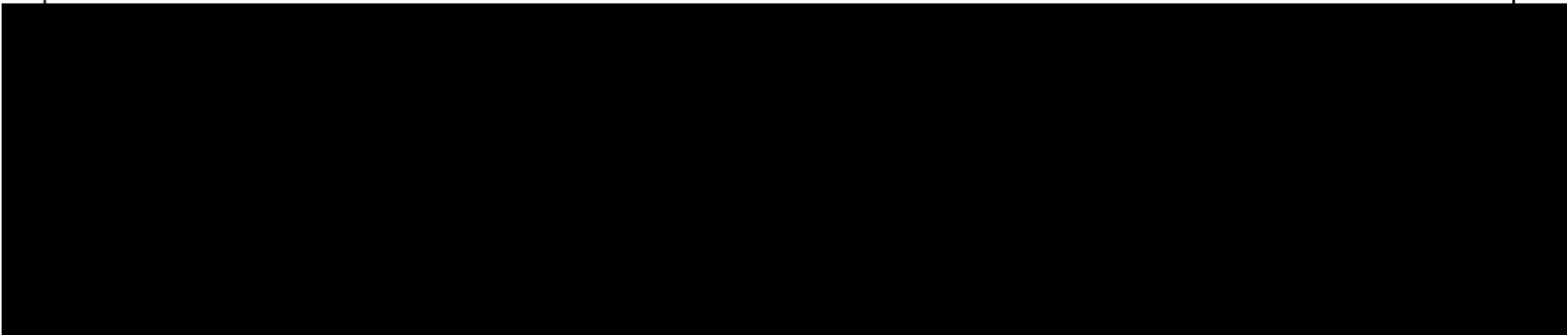


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Warm regards,



[REDACTED]

We have been trying to reach you but have been unsuccessful in doing so. Due to this, I will be closing out your case in two business days. If I don't hear back from you by (07/01/2025 ☐ TWO BUSINESS DAYS), your case will be closed. This case can be reopened at any time, so if you require further assistance after this date, please feel free to give us a call back.

We just wanted to thank you for allowing (JEEP) Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further.

We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for your time, participation, patience and for being a loyal (JEEP) customer. It has been a pleasure working with you, and all the best in the future,

Regards,

[REDACTED]

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Regards,

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[REDACTED]

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Feel free to reach out if you have any questions or need further assistance.

Warm regards,

[REDACTED]

[REDACTED]

As mentioned in our phone conversation, please keep my information and give me a call directly if you have any further concerns with your vehicle. There is no need to reply to this email if you no longer have any concerns with your vehicle and your issues are resolved currently.

We just wanted to thank you for allowing JEEP Customer Care the opportunity to address your concern. If you require any further assistance and can get the vehicle back into the dealership and get it diagnosed, then give us a call back so we may reopen your case and investigate the concern further.

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Regards,

[REDACTED]

[REDACTED]

Subject: Case #93061295 Loaner Reimbursement Details

[REDACTED]

[REDACTED] and I've been assigned as the case manager for your 2020 Jeep Gladiator Sport 4x4 [REDACTED]. As we discussed today, there is a note on your account confirming that you have been pre-approved for a loaner reimbursement allowance of \$50.00 per day for up to 7 days, with the option to extend for an additional 7 days if needed until the repair is complete.

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case and am here to support you throughout the process.

Feel free to reach out if you have any questions or need further assistance.

Warm regards,



[REDACTED]

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We just wanted to thank you for allowing JEEP Customer Care the opportunity to address your concern. If you require any further assistance and can get the vehicle back into the dealership and get it diagnosed, then give us a call back so we may reopen your case and investigate the concern further.

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Regards,

[REDACTED]

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We just wanted to thank you for allowing (JEEP) Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further.

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Regards,

[REDACTED]

[REDACTED]

Hello,

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Regards,

[REDACTED]

[REDACTED]

[REDACTED] as we discussed today, there is a note on your account confirming that you have been pre-approved for a loaner reimbursement allowance of \$50.00 per day for up to 7 days, with the option to extend for an additional 7 days if needed until the repair is complete.

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Warm regards,



New Customer Assistance Inquiry Record (CAIR)#

93831560

VIN	
Body	
Customer Provided VIN	
Batch Case Information	
Open Date	
Close Date	
Mileage	
Contact Email	
Caller Address	

City/State/Country/Zip				
Customer				
Customer Address				
City/State/Country/Zip				
Dealer				
Dealer Address				
Dealer Zone				

Subject	TECHNICAL AND RENTAL				
Synopsis	close				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C184	Request For Rental Vehicle	Customer Anomaly	30	General engine issues
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
07/31/2025 01:59 PM	Open
08/05/2025 08:33 PM	Closed

Initial Description

CCI NEED A RENTAL THE CAR IS AT THE DEALER SINCE JUNE 30

Case Comments

Date	Comment
07/31/2025	***Voice of the customer*** - The customer is upset because the dealer has not provided her with any updates. According to her, she has already coordinated with Daniel and the area manager at the dealership, but despite her efforts, she has not received any information regarding the status of her car. The customer states that the dealer is waiting for the engine and informed her that she could take the car, but she should not drive it too far since the issue has not been resolved since June 30. They have kept the car without providing a rental or loaner vehicle, forcing the customer to rent a car and pay for it out of her own pocket. She still requires a rental and additional assistance because the dealer cannot fix her car. She is expressing her dissatisfaction with the dealer for not giving her updates despite her attempts to communicate with them. Essentially, she is seeking a rental and further assistance for her vehicle, and she wishes to formally register her complaint with the dealer. ***Action taken*** - Emphasize the customer frustration and acknowledge her concern, -
08/01/2025	***OBC to DLR*** Agent made contact with SA and informed that no information and her vehicle has not been at this DLR since 2023 was the last time but no open ticket and no upcoming appointment for CX and no history since 2023.
08/01/2025	***MISDIRECTED REVIEW*** Steps not Followed: Vehicle is not at DLR and no appointment and no open RO. Vehicle has not been at this DLR since 2023, no assistance can be provided at this time. Answer Hub ID: 2180 1257 *need an Answer Hub Article on Misdirected
08/01/2025	senior rep notes: misdirected case, returning the case to the original owner.
08/01/2025	** Update the dealer info ** vehicle is currently at the dealer Hayes Chry-Dodge-Jeep Inc - 07/07/2025 01:09 PM ** Assigned to I2 for further assistance for rental
08/04/2025	****OUTBOUND*** Agent called dlr to follow up and confirm if any further assistance could be provided oxy scencer lifers battery R.O has been closed since 7/25/25
08/04/2025	***OUTBOUND*** Agent called dlr to follow up and confirm if further assistance could be provided. no answer. detailed vm left.

Date	Comment
08/05/2025	***INBOUND** ccx called stated she had repairs done at the dlr and is now needing an engine replacement and the dlr charged her over 1000k and feels as shop she shouldn't have been charged. cx stated lifters were replaced and when she left the dlr she was told that she shouldn't drive far because the vehicle was making noise. cx stated she went to work and was smelling smoke and took the vehicle to a 3rd party for evaluation Pure auto shop trouble code from valve cover and noise from camshaft. Agent advised cx I could document complaint and she would have to return to a dlr to see if cost assistance could be provided. cx stated she has been speaking with counsel.

New Customer Assistance Inquiry Record (CAIR)#

93930783

VIN	
Body	
Customer Provided VIN	
Batch Case Information	

Open Date	
Close Date	
Mileage	
Contact Email	
Caller Address	
City/State/Country/Zip	

Customer	
Customer Address	
City/State/Country/Zip	
Dealer	
Dealer Address	

Dealer Zone	Central	Sales District		Service District	F
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Subject	Complaint				
Synopsis					
Customer Anomaly					
Contact Reason	C140	Issue Locating A Vehicle In Dealer Network	Customer Anomaly		
Reason Code	Sales - Complaint - Network - Dealership - Dealer Locate				

Case Status History

Create Date	Status
08/08/2025 08:06 PM	Open
08/08/2025 08:12 PM	Closed

Initial Description

Complaint

Case Comments

Date	Comment
08/08/2025	VOC: Cx called in and wants to file a complaint about his vehicle that having an issue with the fuel leaked and the vehicle started smoking // cx mention that they brought the vehicle at the dlr // as per dlr there is a crack on the fuel cap and the dlr already replaced it // cx mention that he pays \$500 to replaced // cx also mention that there is also a coated with the diesel fuel on the engine of the vehicle Action Taken: Adv cx that we will document his complaint and assured that we have a further review on it // change phone number of the cx as per cx requested and sent email to cx NFA

Email(s)

Date	08/08/2025	Subject	Vehicle Complaint
From		To	
Sent Date/Time	08/08/2025 16:02 PM		

Dear [Redacted],

Thank you for contacting Jeep Customer Assistance. As requested, I'm providing you with your case number [Redacted].

Please keep this number for your records and reference it in any future communications regarding this matter. If you have any additional questions or need further assistance, please don't hesitate to contact our Customer Assistance Center at (877) 426-5337.

We appreciate your business and look forward to resolving your concerns.

Sincerely,

[Redacted]