

New Customer Assistance Inquiry Record (CAIR)#						
VIN		Model Year	2017	Brand	CHRYSLER	
Body	RUES53	Vehicle	CHRYSLER PACIFICA EHYBRID PLATINUM			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center		
Batch Case Information						
Open Date	07/17/2017	CAIR Type	Regular	Status	Closed	
Close Date	09/29/2018	Origin	Roadside Assistance	Reason	New problem	
Mileage	4,100 Miles	Market	U	Language	English	
Contact Email		Contact Phone		Contact Mobile		
Caller Address					Source	Customer
City/State/Country/Zip	MURRIETA				USA	
Customer						
Customer Address						
City/State/Country/Zip						
Dealer	45189	DCH CHRYSLER DODGE JEEP RAM FIAT		Dealer Phone	9516760010	
Dealer Address	26845 YNEZ RD					
	TEMECULA	CA	92591 4695	USA		
Dealer Zone	California	Sales District		Service District	N	
Subject	Roadside - Battery Died Jump Start Only					
Synopsis						
Customer Anomaly						
Contact Reason	C222	Existing Case Open	Customer Anomaly			
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed					

Case Status History

Create Date	Status
07/17/2017 06:02 AM	Open
07/17/2017 06:02 AM	Closed
09/29/2018 04:16 PM	Closed

Initial Description

-Corporate,Roadside Services,Warranty,Battery Died - Jump Start Only,Default,Roadside - Battery Died Jump Start Only,Roadside - Battery Died Jump Start Only

Case Comments

Date	Comment
07/17/2017	Roadside Assistance Contacted - DATE : 2017-07-17 Road Side File Created 07-17-17 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: 23601 GREER RD NUTMEG ST MURRIETA CA USA CX IS COVERED FOR JUMP START DEALER CODE : 45189 DCH CHRYSLER DODGE JEEP RAM FIAT
07/17/2017	Agero Towing Feed
07/17/2017	Information above states that vehicle was jump started by Roadside assistance for owner. No repair performed.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	CHRYSLER
Body	RUES53	Vehicle	CHRYSLER PACIFICA HYBRID LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/15/2019	CAIR Type	Legal	Status	Closed
Close Date	08/31/2021	Origin	Telephone	Reason	
Mileage	10,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip	FORT WORTH	TX		USA	
Dealer	66929	MEADOR DODGE CHRYSLER JEEP RAM	Dealer Phone	8175350535	
Dealer Address	9501 SOUTH FWY				
	FORT WORTH	TX	76140 4923	USA	
Dealer Zone	Southwest	Sales District		Service District	C
Subject	Fire in Vehicle, fuel spillage onto ground on fire				
Synopsis	Backlog closure requested 8/26/21 as part of Compass open case audit - CCRG Suspend & Legal Queue queues cleanup				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	30	General engine issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
06/15/2019 08:47 PM	Open
08/31/2021 03:22 PM	Closed

Initial Description

Fire in Vehicle - flames/explosion/smoldering

Case Comments

Date	Comment
06/15/2019	Customer name: Incident date: Best phone number: email address for customer: Vehicle location address: Ft Worth, TX Vehicle location phone number: Description: Customer calling because: Vehicle exploded in driveway at 7AM this morning. He states that the vehicle has mostly been driven on electric mode only in its short life, that they used the vehicle yesterday to go out and battery was very low when they came back in the early afternoon hours so they plugged it in at that time and left it alone since then. Customer states that neighbor has video footage which shows that vehicle was having smoke/smoldering come out prior to explosion, explosion was very loud and they thought an object like a tree fell on the house, neighbors have property damage in windows which exploded, the customer also sustained damage to his trees/bushes around the driveway area as well as driveway itself. Flames were 15 feet high during the fire and customer states you can see where the gas poured out under the vehicle during the fire. Customer has called insurance company the contact person there is Allstate is the insurance provider and the claim number is # Customer was advised of case number and guidelines of when to expect a response.
06/17/2019	Incident date: Vehicle location recorded below states vehicle is at owner's home address however the vehicle location phone number documented below does not match owner's phone numbers. Allstate since moved vehicle? Case fails to have any PRODUCT REASON CODES posted to the Concerns Declared by Customer Fields that identifies defect allegation (Source of Fire). Please post proper Product Reason Codes. Returned case back to agent for collection of vehicle's current location Name, Address & Phone number and proper reason coding of case.
06/17/2019	Customer reached out via social forums. Writer notified him that his case has been escalated to the proper team.
06/18/2019	Customer second option to call is is calling back due to this case is urgent he contact NHTSA regarding his vehicle caught on fire due to the battery and was told that vehicle can happen again and need vehicle to be removed from his address due to the urgency of this matter want an inspector to go see the vehicle ASAP that is located at his home address: FORT WORTH TX USA customer want someone to call back to arrange the visit within the next 4 hours. Agent realized that case went back to Original owner and since L1 who originally start the case is not in today agent reassign trying to help customer with his case.
06/18/2019	Case still fails to have any Product Reason Code. Posted reason code to case.
06/18/2019	Allegation: Engine compartment explosion / fire (fuel spillage seen by owner.). Explosion caused glass breakage in neighboring areas. DOL: Customer Contact Data & Vehicle Location: FORT WORTH TX Per OGC matrix, assigned to CCRG.
06/19/2019	Assigned to RL92 FCA Inspection ordered
06/20/2019	customer called in for an update. adviser let the customer know that he will be contacted in 1-2 business days. the customer wanted to let the department know that he will be unreachable from june 23 to june 30. customer feels as if he is being ignored at this point

Date	Comment
07/12/2019	Rec'd email from Social Media Specialist w/ copy of owner's email to their dept. (See Below) Customer's message: I just wanted to let you know that it's been 3+ weeks, and I haven't heard a peep from FCA (other than you). I've called 3 times, but they never call back. It's been very disappointing, and everyone I've told that too has been shocked by the disregards. If there's anything you can do to light a fire under the case manager, please do so. - Assigned case to CCRG for review.
07/12/2019	Updated CCRG and Case Manager
01/15/2020	Customer reached out on social media stating "just wanted to let you know that it's been seven months and multiple calls from me, but no one at FCA has ever reached out to me. You might want to bring this up at the next staff meeting." Writer documented concern and advised CM will be in contact for further assistance when possible.
08/12/2021	CCRG Open Date: 06/15/2019 17:19:24
08/12/2021	CCRG Open Date: 06/18/2019 12:44:57

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VIN		Model Year	2018	Brand	CHRYSLER
Body	RUES53	Vehicle	CHRYSLER PACIFICA HYBRID LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/04/2019	CAIR Type	Legal	Status	Closed
Close Date	03/06/2023	Origin	Letter	Reason	
Mileage	29,432 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip	Chicago	IL			USA
Customer					
Customer Address					
City/State/Country/Zip	PORTAGE	MI			USA
Dealer	60505	ZEIGLER CHRYSLER DODGE RAM		Dealer Phone	2693754500
Dealer Address	3939 STADIUM DR				
	KALAMAZOO	MI		49008 1421	USA
Dealer Zone	Great Lakes	Sales District		Service District	P
Subject	Fire				
Synopsis	ccrg				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	30	General engine issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
10/04/2019 06:34 PM	Open
08/31/2021 03:23 PM	Closed
03/31/2022 11:43 AM	Open
03/31/2022 12:17 PM	Closed
05/23/2022 04:17 PM	Open
05/23/2022 04:19 PM	Closed
05/24/2022 10:25 AM	Open
10/04/2022 06:27 PM	Suspended
03/06/2023 04:35 PM	Closed

Initial Description

Fire

Case Comments

Date	Comment
10/04/2019	Letter from Attorney representing Allstate Insurance claim [REDACTED] Claims fire in garage started at or near 2018 Pacifica. Damage likely to exceed \$400,00.00 Vehicle is located at [REDACTED] Portage, MI [REDACTED] Contact Attorney Mark McGuire @ 312 601 2385 Or mmcguire@ghlaw-llp.com to set up joint inspection arrangements. Per OGC Matrix, reassigned to 82T/CCRG.
10/08/2019	Phone call left with Attorney's office. Assigned to RLG92 FCA inspection to be scheduled with Attorney.
08/12/2021	CCRG Open Date: 10/04/2019 14:38:53
05/24/2022	Progressive documents uploaded. [REDACTED] Claim [REDACTED] Brittany McCauley 440-910-3900 Brittany A McCauley@progressive.com .
05/24/2022	Updated CCRG Case Manager. 3 saved documents are the same subro letter
03/06/2023	CCRG closed

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	CHRYSLER
Body	RUES53	Vehicle	CHRYSLER PACIFICA HYBRID LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/21/2019	CAIR Type	Legal	Status	Closed
Close Date	11/11/2019	Origin	Email	Reason	
Mileage	16,376 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip	USA				
Dealer	26241	HENDRICK CHRYSLER JEEP FIAT		Dealer Phone	9104254200
Dealer Address	543 N MCPHERSON CHURCH RD				
	FAYETTEVILLE	NC	28303 4409	USA	
Dealer Zone	Southeast	Sales District		Service District	N
Subject	Fire				
Synopsis					
Customer Anomaly	Electronics				
	Engine Electronics				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	12	Electronic engine issues (wiring)
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
10/21/2019 02:40 PM	Open
11/11/2019 02:31 PM	Closed

Initial Description

Referral from Star Center

Case Comments

Date	Comment
10/21/2019	After tech replace the engine on this Hybrid Pacifica, the vehicle was charged and was left to sit overnight. The next day the shop was filled with smoke and black shoot around the van. They performed an isolation test prior to charging the battery. The battery disconnect was melted and unable to be pulled. Vehicle is located at: Hendrick Chrysler Jeep FIAT CJ 543 N MCPHERSON CHURCH RD FAYETTEVILLE NC 28303 910-425-4200 Per OGC Matrix, reassigned to 82T/CCRG.
10/22/2019	Assigned to RLG92
11/11/2019	****FILE RETURNED TO SI FOR RESOLUTION*** Denial. Vehicle is now owned by the dealer, email to dealer SM: Mr. Faulkner, This will acknowledge the recent contact to FCA US LLC regarding the vehicle referenced above. FCA US LLC provided for Engineering Analysis Associates/Bosch Automotive Service Solutions to examine this vehicle. EAA is a leading supplier of technical field support to the transportation industry. They have hundreds of specialists in the United States that conduct thousands of product investigations each year, providing valuable automotive field expertise. FCA feels that the expense of this independent inspection is in the best interest of you, and the Corporation, in our efforts to properly evaluate serious concerns such as yours. The inspection involved a thorough examination of the vehicle and the photographing of all critical areas. After the inspection, the information at hand would not permit us to associate the fire with a manufacturing or assembly error. We are sure you will understand fires of this nature can and do occur for a number of reasons not associated with the manufacturing process. Therefore, we must respectfully decline any assistance associated with this matter. Thank you for allowing us the opportunity in reviewing this matter with you.
08/12/2021	CCRG Open Date: 10/21/2019 10:42:34

Email(s)

Date	10/22/2019	Subject	FCA - Inspection Request for	Sent Date/Time	10/22/2019 12:51 PM
From	uscustomecare@fcagroup.com	To			

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

FAYETTEVILLE, NC

[REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes-----

Check Information -----

Opened By:

[REDACTED]

Open Date:

Mon Oct 21 14:40:35 GMT 2019

Type:

Special Investigation

Status:

Open

Last Updated By:

[REDACTED]

Origin:

Email

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2018 RUES53 CHRYSLER PACIFICA HYBRID LIMITED

Sls BC/Sls/Svc/Dlr:

Mid Atlantic Fair Oaks Chrysler Jeep Dodge

In Srv Date:

Fri Aug 31 00:00:00 GMT 2018

Svc BC/Sls/Svc/Dlr:

Southeast Hendrick Chrysler Jeep FIAT

Curr Mi/Km:

16376.0 Miles

Recalls

Recall:

U73

17-18MY RU PHEV CAN BUS

SAFETY

Status:

COMPLETE

Recall:

U94

2017-2018 RU PHEV - EMISSIONS

SAFETY

Status:

COMPLETE

Recall:

V15

2018 RU BALL JOINT

SAFETY

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Fire in Vehicle
- 5) Additional details

*** Referral from Star Center ***

Assigned to RLG92

NARRATIVE ADDED BY [REDACTED] ON Mon Oct 21 14:42:34 GMT 2019

After tech replace the engine on this Hybrid Pacifica, the vehicle was charged and was left to sit overnight. The next day the shop was filled with smoke and black shoot around the van. They performed an isolation test prior to charging the battery. The battery disconnect was melted and unable to be pulled. Vehicle is located at:
Hendrick Chrysler Jeep FIAT CJ
543 N MCPHERSON CHURCH RD FAYETTEVILLE NC 28303 910-425-4200
Per OGC Matrix, reassigned to 82T/CCRG.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Oct 22 00:00:00 GMT 2019

Date	10/22/2019	Subject	FCA - Inspection Request for 64817400		
From	uscustomercares@fcagroup.com	To	[REDACTED]	Sent Date/Time	10/22/2019 12:51 PM

Company: [REDACTED]
Cust: [REDACTED] D
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Cty/St/ZIP: FAYETTEVILLE, NC, [REDACTED]
Country: USA
Co-own: NOT SURE

Status and Notes----- Check Information -----

Open Date: Mon Oct 21 14:40:35 GMT 2019
Type: Special Investigation
Status: Open
Origin: Email

Vehicle Information

VIN [REDACTED]
YR/Model: 2018 RUE53 CHRYSLER PACIFICA HYBRID LIMITED
Sls BC/Sls/Svc/Dlr: Mid Atlantic Fair Oaks Chrysler Jeep Dodge
In Srv Date: Fri Aug 31 00:00:00 GMT 2018
Svc BC/Sls/Svc/Dlr: Southeast Hendrick Chrysler Jeep FIAT
Curr Mi/Km: 16376.0 Miles

Recalls

Recall: U73
17-18MY RU PHEV CAN BUS
SAFETY
Status: COMPLETE
Recall: U94
2017-2018 RU PHEV - EMISSIONS
SAFETY
Status: COMPLETE
Recall: V15
2018 RU BALL JOINT
SAFETY
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Fire in Vehicle
- 5) Additional details

*** Referral from Star Center ***

NARRATIVE ADDED ON Tue Oct 22 12:51:36 GMT 2019
Assigned to RLG92

NARRATIVE ADDED ON Mon Oct 21 14:42:34 GMT 2019

After tech replace the engine on this Hybrid Pacifica, the vehicle was charged and was left to sit overnight. The next day the shop was filled with smoke and black shoot around the van. They performed an isolation test prior to charging the battery. The battery disconnect was melted and unable to be pulled. Vehicle is located at: Hendrick Chrysler Jeep FIAT CJ 543 N MCPHERSON CHURCH RD FAYETTEVILLE NC 28303 910-425-4200 Per OGC Matrix, reassigned to 82T/CCRG.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Oct 22 00:00:00 GMT 2019

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	CHRYSLER
Body	RUEP53	Vehicle	CHRYSLER PACIFICA EHYBRID TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/05/2019	CAIR Type	Special Investigation	Status	Closed
Close Date	03/23/2020	Origin	Telephone	Reason	
Mileage	1 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip	AUBURN HILLS	MI		UNITED STATES	
Dealer	99999	Dealer	99999	Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Fire				
Synopsis	.				
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
12/05/2019 03:09 PM	Open
12/05/2019 04:04 PM	Suspended
12/11/2019 02:40 PM	Open
12/11/2019 02:41 PM	Suspended
01/07/2020 11:10 AM	Open
01/07/2020 12:02 PM	Suspended
01/17/2020 06:18 PM	Open
01/17/2020 06:20 PM	Closed
03/18/2020 11:56 AM	Open
03/18/2020 11:56 AM	Suspended
03/23/2020 05:20 PM	Open
03/23/2020 05:21 PM	Closed

Initial Description

Fire

Case Comments

Date	Comment
12/05/2019	fire in workshop (started at the Pacifica) (early morning 07.30 AM)
01/17/2020	No report. Case closed pending recontact.
03/23/2020	This is a grey market export vehicle. Per Belgium office: The insurance company never took contact with FCA Belgium, and for the moment we did not inspect the vehicle ourselves. Case Closed.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	CHRYSLER
Body	RUES53	Vehicle	CHRYSLER PACIFICA HYBRID LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/19/2020	CAIR Type	Regular	Status	Closed
Close Date	08/24/2022	Origin	Brand Site	Reason	recall
Mileage	32,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip	Kalamazoo	MI			USA
Customer	PROGRESSIVE INSURANCE				
Customer Address					
City/State/Country/Zip	CLEVELAND	OH			USA
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Car Malfunctioned and Burned Down my House				
Synopsis	close				
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
01/19/2020 03:16 AM	New
01/21/2020 02:50 AM	Open
01/21/2020 02:50 AM	Closed
08/24/2022 11:26 AM	Open
08/24/2022 11:28 AM	Closed

Initial Description

Hello,\n\nI would like to log an official notice and complaint to Chrysler regarding my custom ordered 2018 Hybrid Pacifica. On September 20, 2019 my family awoke to the sound of an explosion. It was our garage door being blown out to the street due to the immense fire that had started and built up in our garage. This fire has been confirmed to start from where the van was parked. This fire spread and caused a total loss of everything we own including both vehicles, possessions, and our home. We followed all protocols for charging and maintaining the vehicle and yet it caught fire and follows an extremely similar pattern to 2 other cases online with the same vehicle. Chrysler needs to recognize the failure and correct it immediately to prevent any further catastrophes. I am shocked and disappointed at how Chrysler has casually and slowly handled this case after being legally notified in October 2019. Lives are at risk and we are frustrated at the lack of closure we are getting after losing everything we own except the clothes on our backs. Please raise the urgency of this situation before a person is seriously injured or killed. And this is no way to treat customers who fall victim to such a catastrophic

Case Comments

Date	Comment
08/24/2022	Per CCRG: Tue 8/16/2022 1:38 PM Rajya : I sent the release to BRITTANY_A_MCCAULEY@progressive.com PROG. CLAIM#

Email(s)

Date	01/19/2020	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomer@fcagroup.com	To		Sent Date/Time	01/19/2020 03:16 AM

Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Chrysler Advisors.

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number 74975096.

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

Date	01/21/2020	Subject	Case Acknowledgement [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]
		Sent Date/Time	01/21/2020 02:43 AM
Hello [REDACTED],			
Thank you for contacting Chrysler Customer Care.			
I am very sorry to hear about the fire and appreciate the time and effort you took to bring this matter to our attention.			
Cases such as yours is handled by another department. I do see case [REDACTED] is currently being handled by this department. I encourage you to continue working with them as they are aware of all information regarding this case.			
I have updated your concerns and that you reached out to us here as well. I have also updated your case to reflect you are expecting a call back with an update.			
Thank you again for your email [REDACTED].			
At this time, we will be closing this case. Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-247-9753.			
Best wishes,			
[REDACTED]			
Chrysler Customer Care			
ref: [REDACTED]			

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VIN		Model Year	2017	Brand	CHRYSLER
Body	RUES53	Vehicle	CHRYSLER PACIFICA EHYBRID PLATINUM		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	03/25/2021	CAIR Type	Legal	Status	Closed
Close Date	02/22/2022	Origin	Letter	Reason	
Mileage	1 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	Watkins & Letofsky, LLP 2900 S. Harbor Blvd. Suite 240 Santa Ana, CA 92704			Source	Customer
City/State/Country/Zip					USA
Customer					
Customer Address					
City/State/Country/Zip	JAMUL	CA			USA
Dealer	41080	CARL BURGER DODGE CHRYSLER JEEP	Dealer Phone	6 94639321	
Dealer Address	8355 HERCULES ST				
	LA MESA	CA	91942 2921	USA	
Dealer Zone	California	Sales District		Service District	N
Subject	Insurance subrogation-Fire				
Synopsis	pl				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
03/25/2021 11:19 AM	Open
04/21/2021 05:59 PM	Closed
05/26/2021 02:54 PM	Open
05/26/2021 02:55 PM	Closed
09/13/2021 02:49 PM	Open
02/22/2022 02:37 PM	Closed

Initial Description

Insurance subrogation-Fire

Case Comments

Date	Comment
03/25/2021	Notice from Law Firm offering opportunity to attend joint fire inspection. Possibly related to electric vehicle charger. Vehicle is located at: Owner's Home [REDACTED] Jamul CA [REDACTED] Contact Attorney Nancy Letofsky @ 949-476-9400 to make arrangements to attend. Per OGC Matrix, reassigned to CCRG.
03/25/2021	Assigned to RLG92 Refer to CFP 164 for this file when calling the attorney to set up inspection.
04/21/2021	****FILE RETURNED TO SI FOR RESOLUTION**** Denial. Will respond when/if we receive an actual subrogation demand.
05/26/2021	Notify CCRG/RL32 if 2nd inspection notice is received.
08/12/2021	CCRG Open Date: 03/25/2021 07:27:38
09/13/2021	Email from Sedgwick Claims Management Services representing Insurance company for dealer attached to file. Per OGC Matrix, reassigned to CCRG.
09/13/2021	Updated CCRG Case manager
01/28/2022	2nd inspection notice (destructive testing) received from Law firm representing California Fair Plan Association. Potential dates for inspection: 1-28-2022 2-16-2022 2-23-25-2022 Vehicle is now located at: Rest Your Case [REDACTED] Irwindale CA [REDACTED] 6 [REDACTED] Contact Nancy.Letofsky@wl-llp.com to make arrangements to attend. (email to rl32) Per OGC Matrix, reassigned to CCRG.
01/28/2022	Product Liability updated.
02/22/2022	Email forwarded from EAA: Hi James, We insure Pomway Chrysler who originally sent tender request letter to Chrysler as the manufacture. We have a joint electrical inspection scheduled in a few days and need to confirm that Chrysler accepted our insured dealership's (Pomway Chrysler) tender request. Is there a contact # I can call direct or can I get something emailed to us? As of this date, we have not hired our own expert since Chrysler should be accepting dealership's tender. Please advise. ANN VALENTINE Claims Examiner - Liability Sedgwick Claims Management Services, Inc. P.O. Box 14432 Lexington, KY 40512 Direct 321-578-5093 Fax 704-423-6225 Email Ann.Valentine@Sedgwick.com www.sedgwickcms.com Caring Counts Per OGC Matrix, reassigned to CCRG.
02/22/2022	Updated Product Liability Case Manager
03/22/2024	CCRG Open Date: 02/22/2022 10:11:21

Email(s)

Date	03/25/2021	Subject	FCA - Inspection Request for 78938716		
From	uscustomer@fcagroup.com	To	[REDACTED]		Sent Date/Time 03/25/2021 17:19 PM

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

JAMUL, CA, [REDACTED]

Country:

USA

Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company:

[REDACTED]

Rep:

[REDACTED]

AD1:

Watkins & Letofsky, LLP 2900 S. Harbor Blvd. Suite 240 Santa Ana, CA [REDACTED]

AD2:

Phone:

[REDACTED]

Business Phone:

Mobile Phone:

Email:

Cty/St/ZIP:

''

Country:

USA

Language:

Status and Notes-----

Check Information -----

Opened By:

[REDACTED]

Open Date:

Thu Mar 25 11:19:00 GMT 2021

Type:

Special Investigation

Status:

Open

Last Updated By:

[REDACTED]

Origin:

Letter

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2017 RUES53 CHRYSLER PACIFICA EHYBRID PLATINUM

Sls BC/Sls/Svc/Dir:

California Poway Chrysler Dodge Jeep Ram

In Srv Date:

Sun Oct 29 00:00:00 GMT 2017

Svc BC/Sls/Svc/Dir:

California CARL BURGER DODGE CHRYSLER JEEP

Curr Mi/Km:

1.0 Miles

Recalls

Recall:

U73

17-18MY RU PHEV CAN BUS

SAFETY

Status:

COMPLETE

Recall:

W46

2017-20 RU PHEV 12-VOLT ISOLATOR POST CONNECTION

SAFETY

Status:

INCOMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Fire in Vehicle
- 5) Additional details

*** Insurance subrogation-Fire ***

NARRATIVE ADDED BY [REDACTED] ON Thu Mar 25 11:38:21 GMT 2021

Assigned to RLG92

Refer to CFP 164 for this file when calling the attorney to set up inspection.

NARRATIVE ADDED BY Jay Susalla ON Thu Mar 25 11:26:53 GMT 2021

Notice from Law Firm offering opportunity to attend joint fire inspection. Possibly related to electric vehicle charger.

Vehicle is located at:

Owner's Home

[REDACTED]
[REDACTED]
Contact Attorney Nancy Letofsky @ 949-476-9400 to make arrangements to attend.
Per OGC Matrix, reassigned to CCRG.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Mar 25 00:00:00 GMT 2021

Date	03/25/2021	Subject	FCA - Inspection Request for [REDACTED]	Sent	03/25/2021 17:19
From	uscustomer@fcagroup.com	To	[REDACTED]	Date/Time	PM

Thu Mar 25 00:00:00 GMT 2021 CAIR Data File CAIR [REDACTED]

Company: [REDACTED]

Cust: [REDACTED]

AD1: [REDACTED]

AD2: [REDACTED]

Primary Phone [REDACTED]

Business Phone: [REDACTED]

Mobile Phone: [REDACTED]

Home Phone: [REDACTED]

Email: [REDACTED]

Cty/St/ZIP: JAMUL, CA, [REDACTED]

Country: USA

Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company: NANCY LETOFSKY-ATTY

Rep: Nancy Letofsky-ATTY

AD1: Watkins & Letofsky, LLP 2900 S. Harbor Blvd. Suite 240 Santa Ana, CA 92704

AD2: [REDACTED]

Phone: 8664391295

Business Phone: [REDACTED]

Mobile Phone: [REDACTED]

Email: [REDACTED]

Cty/St/ZIP: ,,

Country: USA

Language: [REDACTED]

Status and Notes----- Check Information -----

Open Date: Thu Mar 25 11:19:00 GMT 2021

Type: Special Investigation

Status: Open

Origin: Letter

Vehicle Information

VIN: [REDACTED]

YR/Model: 2017 RUE53 CHRYSLER PACIFICA EHYBRID PLATINUM

Sls BC/Sls/Svc/Dlr: California Poway Chrysler Dodge Jeep Ram

In Srv Date: Sun Oct 29 00:00:00 GMT 2017

Svc BC/Sls/Svc/Dlr: California CARL BURGER DODGE CHRYSLER JEEP

Curr Mi/Km: 1.0 Miles

Recalls

Recall: U73

17-18MY RU PHEV CAN BUS

SAFETY

Status: COMPLETE

Recall: W46

2017-20 RU PHEV 12-VOLT ISOLATOR POST CONNECTION

SAFETY

Status: INCOMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Fire in Vehicle
- 5) Additional details

*** Insurance subrogation-Fire ***

NARRATIVE ADDED ON Thu Mar 25 11:38:21 GMT 2021

Assigned to RLG92 Refer to CFP 164 for this file when calling the attorney to set up inspection.

NARRATIVE ADDED ON Thu Mar 25 11:26:53 GMT 2021

Notice from Law Firm offering opportunity to attend joint fire inspection. Possibly related to electric vehicle charger. Vehicle is located at: Owner's Home [REDACTED]
[REDACTED] Jamul CA [REDACTED] Contact Attorney Nancy Letofsky @ 949-476-9400 to make arrangements to attend. Per OGC Matrix, reassigned to CCRG.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Mar 25 00:00:00 GMT 2021

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	CHRYSLER
Body	RUEH53	Vehicle	CHRYSLER PACIFICA EHYBRID PREMIUM		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	08/25/2021	CAIR Type	Legal	Status	Closed
Close Date	09/07/2021	Origin	Telephone	Reason	
Mileage	40,000 Miles	Market	U	Language	English

Contact Email	gmail.com	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					USA

Customer					
Customer Address					
City/State/Country/Zip	AUSTIN	TX			USA

Dealer	45558	COVERT CHRYSLER DODGE JEEP RAM		Dealer Phone	5127303300
Dealer Address	8107 RESEARCH BLVD				
	AUSTIN	TX	78758 8428	USA	
Dealer Zone	Southwest	Sales District		Service District	I

Subject	Vehicle Concerns				
Synopsis	VBB				
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
08/25/2021 09:06 PM	Open
09/07/2021 02:40 PM	Closed

Initial Description

Battery Fire

Case Comments

Date	Comment
08/25/2021	***Voice of the customer*** -vehicle parked in driveway and hybrid battery caught on fire -fire happened today (August 25, 2021) around 1:15pm CST -informed by dealer to contact us for special investigations -vehicle is with customer but will be towed to dealer: Covert Chrysler Dodge Jeep Ram 45558 8107 Research Blvd Austin, TX 787588428 USA (512) 730-3310 -vehicle is still smoking and has water running on it, has been 3 hours since incident occurred, was warned by fire department to get vehicle out since it is still smoking and could catch fire again, had trouble finding someone that would tow vehicle as well -12 volt battery was disconnected after the fire occurred -contacted spouse gmail.com ***Actions Taken*** -informed customer that case will be escalated to specialist -contact back within 4 business day -2-4 weeks for entire process -gave case number to customer ***Next Steps*** -escalate to specialist
08/26/2021	CCRG Open Date: 08/25/2021 17:21:08
08/26/2021	Allegation: Hybrid battery fire. DOL: 8/25/2021 gmail.com COVERT CHRYSLER DODGE JEEP RAM 8107 RESEARCH BLVD AUSTIN, TX 78758 Per OGC matrix, assigned to CCRG
08/26/2021	Assigned to RLG92
09/07/2021	*FILE RETURNED TO SI* Interior thermal event Created a Vehicle Buyback Template for repurchase *VEHICLE TO BE RETURNED TO QEC FOR VSO ANALYSIS. MADE PROPER NOTATION IN VBB TEMPLATE FOR VIN TO BE RETURNED TO AT CTC / VSO / QEC Created VBB and notified mgmt. for approval.
03/22/2024	CCRG Open Date: 08/26/2021 09:05:25

Email(s)

Date	08/26/2021	Subject	FCA - Inspection Request for	Sent Date/Time	08/26/2021 14:20 PM
From	uscustomer@fcagroup.com	To			

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]@gmail.com

Cty/St/ZIP:

AUSTIN, TX, [REDACTED]

Country:

USA

Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company:

[REDACTED]

Rep:

[REDACTED]

AD1:

AD2:

Phone:

[REDACTED]

Business Phone:

Mobile Phone:

Email:

[REDACTED]gmail.com

Cty/St/ZIP:

''

Country:

USA

Language:

Status and Notes-----

Check Information -----

Opened By:

[REDACTED]

Open Date:

Wed Aug 25 21:06:53 GMT 2021

Type:

Special Investigation

Status:

Open

Last Updated By:

[REDACTED]

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2017 RUEH53 CHRYSLER PACIFICA EHYBRID PREMIUM

Sls BC/Sls/Svc/Dir:

Southwest COVERT CHRYSLER DODGE JEEP RAM

In Srv Date:

Tue Oct 17 00:00:00 GMT 2017

Svc BC/Sls/Svc/Dir:

Southwest COVERT CHRYSLER DODGE JEEP RAM

Curr Mi/Km:

40000.0 Miles

Recalls

Recall:

T34

2017 RU PHEV PIM DIODE FAILURES

Safety Campaign

Status:

COMPLETE

Recall:

U73

17-18MY RU PHEV CAN BUS

Safety Campaign

Status:

COMPLETE

Recall:

W46

2017-20 RU PHEV 12-VOLT ISOLATOR POST CONNECTION

Safety Campaign

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Fire in Vehicle
- 5) Additional details

*** Battery Fire ***

NARRATIVE ADDED BY [REDACTED] ON Thu Aug 26 14:20:17 GMT 2021

Assigned to RLG92

NARRATIVE ADDED BY Tony Maurus ON Thu Aug 26 13:05:12 GMT 2021

Allegation: Hybrid battery fire.

DOL: [REDACTED]

[REDACTED]@gmail.com

COVERT CHRYSLER DODGE JEEP RAM
8107 RESEARCH BLVD
AUSTIN, TX 78758
[REDACTED]

Per OGC matrix, assigned to CCRG

NARRATIVE ADDED BY [REDACTED] ON Wed Aug 25 21:21:02 GMT 2021

Voice of the customer

- vehicle parked in driveway and hybrid battery caught on fire
- fire happened today (August 25, 2021) around 1:15pm CST
- informed by dealer to contact us for special investigations
- vehicle is with customer but will be towed to dealer:

Covert Chrysler Dodge Jeep Ram
45558
8107 Research Blvd
Austin, TX 78758428
USA
(512) 730-3310

- vehicle is still smoking and has water running on it, has been 3 hours since incident occurred, was warned by fire department to get vehicle out since it is still smoking and could catch fire again, had trouble finding someone that would tow vehicle as well
- 12 volt battery was disconnected after the fire occurred
- contacted spouse [REDACTED]

[REDACTED]@gmail.com

Actions Taken

- informed customer that case will be escalated to specialist
- contact back within 4 business day
- 2-4 weeks for entire process
- gave case number to customer

Next Steps

- escalate to specialist

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Aug 26 00:00:00 GMT 2021

Date	08/26/2021	Subject	FCA - Inspection Request for [REDACTED]	
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time 08/26/2021 14:20 PM

Thu Aug 26 00:00:00 GMT 2021 CAIR Data File CAIR: [REDACTED]

Company: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]@gmail.com
Cty/St/ZIP: AUSTIN, TX, [REDACTED]
Country: USA
Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company: [REDACTED]
Rep: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Email: [REDACTED]@gmail.com
Cty/St/ZIP: ,,
Country: USA
Language:

Status and Notes----- Check Information -----

Open Date: Wed Aug 25 21:06:53 GMT 2021
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2017 RUEH53 CHRYSLER PACIFICA EHYBRID PREMIUM
Sls BC/Sls/Svc/Dlr: Southwest COVERT CHRYSLER DODGE JEEP RAM
In Srv Date: Tue Oct 17 00:00:00 GMT 2017
Svc BC/Sls/Svc/Dlr: Southwest COVERT CHRYSLER DODGE JEEP RAM
Curr Mi/Km: 40000.0 Miles

Recalls

Recall: T34
2017 RU PHEV PIM DIODE FAILURES
Safety Campaign
Status: COMPLETE
Recall: U73
17-18MY RU PHEV CAN BUS
Safety Campaign
Status: COMPLETE
Recall: W46
2017-20 RU PHEV 12-VOLT ISOLATOR POST CONNECTION
Safety Campaign
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Fire in Vehicle
- 5) Additional details

*** Battery Fire ***

NARRATIVE ADDED ON Thu Aug 26 14:20:17 GMT 2021
Assigned to RLG92

NARRATIVE ADDED ON Thu Aug 26 13:05:12 GMT 2021

Allegation: Hybrid battery fire. DOL: 8/25/2021 [REDACTED]@gmail.com [REDACTED] COVERT CHRYSLER DODGE JEEP RAM 8107
RESEARCH BLVD AUSTIN, TX 78758 [REDACTED] Per OGC matrix, assigned to CCRG

NARRATIVE ADDED ON Wed Aug 25 21:21:02 GMT 2021

Voice of the customer -vehicle parked in driveway and hybrid battery caught on fire -fire happened today (August 25, 2021) around 1:15pm CST -informed by dealer to contact us for special investigations -vehicle is with customer but will be towed to dealer: Covert Chrysler Dodge Jeep Ram 45558 8107 Research Blvd Austin, TX 787588428 USA (512) 730-3310 -vehicle is still smoking and has water running on it, has been 3 hours since incident occurred, was warned by fire department to get

vehicle out since it is still smoking and could catch fire again, had trouble finding someone that would tow vehicle as well -12 volt battery was disconnected after the fire occurred -contacted spouse [REDACTED] [REDACTED] gmail.com [REDACTED] ***Actions Taken*** -informed customer that case will be escalated to specialist - contact back within 4 business day -2-4 weeks for entire process -gave case number to customer ***Next Steps*** -escalate to specialist

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Aug 26 00:00:00 GMT 2021

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	CHRYSLER
Body	RUES53	Vehicle	CHRYSLER PACIFICA EHYBRID PLATINUM		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/26/2021	CAIR Type	Legal	Status	Closed
Close Date	03/09/2023	Origin	Telephone	Reason	
Mileage	56,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip	NEWARK	OH			USA
Customer					
Customer Address					
City/State/Country/Zip	CENTRALIA	IL			USA
Dealer	44653	MONKEN DODGE CHRYSLER JEEP		Dealer Phone	6185455100
Dealer Address	1739 W MCCORD				
	CENTRALIA	IL	62801 5809	USA	
Dealer Zone	Midwest	Sales District		Service District	K
Subject	Vehicle concern				
Synopsis	pl				
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
08/26/2021 04:24 PM	Open
10/19/2021 05:50 PM	Closed
03/15/2022 06:42 PM	Open
03/16/2022 04:58 PM	Closed
07/21/2022 06:59 PM	Open
10/04/2022 06:27 PM	Suspended
03/09/2023 02:42 PM	Closed

Initial Description

Customer said that there was an explosion at his house at about 4:15 this morning and fire coming from the battery. Explosion blew off both garage doors.

Case Comments

Date	Comment
08/26/2021	Please provide details owner provided, where vehicle is located and contact information (name, phone and email for owner) before assigning Case to SI. Reassigned back to agent for proper handling.
08/27/2021	Customer Inquiry: Customer said that there was an explosion at his house coming from the garage at about 4:15 this morning. Customer said his vehicle is completely burned up and fire was still coming from the battery when he went to look. Explosion blew off both garage doors. Customer not sure if fire started because of the batteries and wont know until there's an investigation. Customer's address is [REDACTED] Centralia, IL [REDACTED]. Agent advised: Case will be escalated to one of our specialist for review and customer will be notified Stellantis rep will email within next 4 business days to determine next steps.
08/30/2021	Vehicle Location Owner's Residence [REDACTED] Centralia, IL [REDACTED] com Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
08/31/2021	Assigned to RLG92
10/11/2021	Letter received from Drake Narup Mead Attorneys, dated 9/20/2021. Alyssa L. Haaker 217-528-9776 State Farm & Casualty Co a/s/o Ferguson v Chrysler State Farm Insured: Keith Ferguson DOL: 8/26/2021 Ref No: [REDACTED]. Letter is for a Cause and Origin inspection but was scheduled for 9/23/2021. Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
10/11/2021	Letter received from Drake Narup Mead Attorneys, dated 9/24/2021. Alyssa L. Haaker 217-528-9776 Letter is for a Cause and Origin inspection has been rescheduled for 10/12/2021 at noon at 2344 Meadow Lane, Centralia, IL 62801 Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
10/11/2021	Inspection date tomorrow. Updated CCRG file.
10/19/2021	FILE RETURNED TO SI FOR RESOLUTION After review of inspection report and photos - the investigation will be ongoing. EAA noted - The fire investigators plan on having the vehicle moved to a facility where it can be lifted and viewed better for evidence of fire and progression possibly. So a 2nd inspection may be on the schedule in the near future. If insurance carrier/attorney contacts regarding second inspection - advise CCRG of request.

Date	Comment
03/15/2022	Letter received from Evans & Dixon Attorneys At Law, dated 3/14/2022. Pekin Ins. Co. a/s/o Timothy Ferguson Date of Loss: 8/26/2021 Loss Address: 2344 Meadow Lane, Centralia, Illinois 62801 Vehicle VIN: 2C4RC1N75HR730496 Our File No.: [REDACTED] Please be advised that Evans & Dixon, LLC has been retained on behalf of Pekin Insurance Company, insurer of Timothy Ferguson, in regard to the fire that occurred to his 2017 Chrysler Pacifica Hybrid Electric Vehicle. As a result of said fire, the Subject Vehicle was considered to be a total loss and my client paid Mr. Ferguson a total of \$35,251.65 for the loss, including his \$100 deductible. In the Circuit Court of Marion County State of IL Perkin Ins Co. A/S/O Timothy Ferguson vs FCA US LLC. *Documents attached to Case. Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
03/15/2022	Updated CCRG Case Manager
03/16/2022	Letter received from Drake Narup Mead Attorneys dated 3/14/2022. Alyssa L. Haaker 217-528-9776 haaker@dnmpc.com RE: State Farm Fire & Casualty Company a/s/o Ferguson v. Chrysler State Farm Insured: Keith Ferguson DOL: 8/26/2021 Ref. No.: [REDACTED] Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
03/16/2022	Updated CCRG Case Manager; Sending to Product Liability
07/21/2022	UPLOADED DOC-7139985 - Notice of Possible Subrogation from State Farm dated 7/6/2022. Claim: [REDACTED] DOL: 8/26/2021 State Farm Rep. Angel Vincent 309-994-0560 - Per OGC matrix, assigned to CCRG
07/22/2022	Updated Product Liability Case manager
03/22/2024	CCRG Open Date: 08/30/2021 15:31:52

Email(s)

Date	08/31/2021	Subject	FCA - Inspection Request for [REDACTED]	
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time 08/31/2021 12:58 PM

Company:

[REDACTED]

Cust:

[REDACTED]

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

Home Phone:

[REDACTED]

[REDACTED]

Email:

[REDACTED] com

Cty/St/ZIP:

CENTRALIA, IL, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes-----

Check Information -----

Opened By:

[REDACTED]

Open Date:

Thu Aug 26 16:23:58 GMT 2021

Type:

Special Investigation

Status:

Open

Last Updated By:

[REDACTED]

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2017 RUES53 CHRYSLER PACIFICA EHYBRID PLATINUM

Sls BC/Sls/Svc/Dlr:

Midwest MONKEN DODGE CHRYSLER JEEP

In Srv Date:

Wed Sep 23 00:00:00 GMT 2020

Svc BC/Sls/Svc/Dlr:

Midwest MONKEN DODGE CHRYSLER JEEP

Curr Mi/Km:

56000.0 Miles

Recalls

Recall:

U73

17-18MY RU PHEV CAN BUS

Safety Campaign

Status:

COMPLETE

Recall:

U94

2017-2018 RU PHEV - EMISSIONS

Safety Campaign

Status:

COMPLETE

Recall:

W46

2017-20 RU PHEV 12-VOLT ISOLATOR POST CONNECTION

Safety Campaign

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Fire in Vehicle
- 5) Additional details

*** Customer said that there was an explosion at his house at about 4:15 this morning. and fire coming from the battery. Explosion blew off both garage doors. ***

NARRATIVE ADDED BY [REDACTED] ON Tue Aug 31 12:58:44 GMT 2021

Assigned to RLG92

NARRATIVE ADDED BY [REDACTED] ON Mon Aug 30 19:31:52 GMT 2021

Vehicle Location:
Owner's Residence

[REDACTED]
Centralia, [REDACTED]
[REDACTED]

Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

NARRATIVE ADDED BY [REDACTED] ON Fri Aug 27 17:06:16 GMT 2021

Customer Inquiry:

Customer said that there was an explosion at his house coming from the garage at about 4:15 this morning. Customer said his vehicle is completely burned up and fire was still coming from the battery when he went to look. Explosion blew off both garage doors. Customer not sure if fire started because of the batteries and wont know until there's an investigation.

Customer's address is [REDACTED]
Centralia, IL 62801 Phone number [REDACTED]
Email [REDACTED]

Agent advised:

Case will be escalated to one of our specialist for review and customer will be notified Stellantis rep will email within next 4 business days to determine next steps.

NARRATIVE ADDED BY [REDACTED] ON Thu Aug 26 19:38:47 GMT 2021

Please provide details owner provided, where vehicle is located and contact information (name, phone and email for owner) before assigning Case to SI.
Reassigned back to agent for proper handling.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Aug 31 00:00:00 GMT 2021

Date	08/31/2021	Subject	FCA - Inspection Request for 80379335	Sent	08/31/2021 12:58
From	uscustomer@fcagroup.com	To	[REDACTED]	Date/Time	PM

Tue Aug 31 00:00:00 GMT 2021 CAIR Data File CAIR3 [REDACTED]

Company: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Cty/St/ZIP: CENTRALIA, IL, [REDACTED]
Country: USA
Co-own: NOT SURE

Status and Notes----- Check Information -----

Open Date: Thu Aug 26 16:23:58 GMT 2021
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2017 RUES53 CHRYSLER PACIFICA EHYBRID PLATINUM
Sls BC/Sls/Svc/Dlr: Midwest MONKEN DODGE CHRYSLER JEEP
In Srv Date: Wed Sep 23 00:00:00 GMT 2020
Svc BC/Sls/Svc/Dlr: Midwest MONKEN DODGE CHRYSLER JEEP
Curr Mi/Km: 56000.0 Miles

Recalls

Recall: U73
17-18MY RU PHEV CAN BUS
Safety Campaign
Status: COMPLETE
Recall: U94
2017-2018 RU PHEV - EMISSIONS
Safety Campaign
Status: COMPLETE
Recall: W46
2017-20 RU PHEV 12-VOLT ISOLATOR POST CONNECTION
Safety Campaign
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Fire in Vehicle
- 5) Additional details

*** Customer said that there was an explosion at his house at about 4:15 this morning. and fire coming from the battery. Explosion blew off both garage doors. ***

NARRATIVE ADDED ON Tue Aug 31 12:58:44 GMT 2021
Assigned to RLG92

NARRATIVE ADDED ON Mon Aug 30 19:31:52 GMT 2021
Vehicle Location: Owner's Residence [REDACTED] Centralia, IL [REDACTED] Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

NARRATIVE ADDED ON Fri Aug 27 17:06:16 GMT 2021
Customer Inquiry: Customer said that there was an explosion at his house coming from the garage at about 4:15 this morning. Customer said his vehicle is completely burned up and fire was still coming from the battery when he went to look. Explosion blew off both garage doors. Customer not sure if fire started because of the batteries and wont know until there's an investigation. Customer's address is [REDACTED] Centralia, IL [REDACTED] Phone number [REDACTED]
[REDACTED] Agent advised: Case will be escalated to one of our specialist for review and customer will be notified Stellantis rep will email within next 4 business days to determine next steps.

NARRATIVE ADDED ON Thu Aug 26 19:38:47 GMT 2021
Please provide details owner provided, where vehicle is located and contact information (name, phone and email for owner) before assigning Case to SI. Reassigned back to agent for proper handling.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Aug 31 00:00:00 GMT 2021

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	CHRYSLER
Body	RUES53	Vehicle	CHRYSLER PACIFICA EHYBRID PLATINUM		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/31/2021	CAIR Type	Legal	Status	Closed
Close Date	05/20/2022	Origin	Telephone	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					USA
Customer					
Customer Address					
City/State/Country/Zip	MANASSAS	VA			USA
Dealer	42125	LUSTINE CHRYSLER JEEP DODGE		Dealer Phone	8772303293
Dealer Address	14211 JEFFERSON DAVIS HWY				
	WOODBIDGE	VA	22191 2108	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	P
Subject	legal				
Synopsis	PL				
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
08/31/2021 03:59 PM	Open
08/31/2021 04:03 PM	Closed
05/18/2022 02:44 PM	Open
05/20/2022 05:25 PM	Closed

Initial Description

documents

Case Comments

Date	Comment
08/31/2021	Mandy Deese - senior paralegal -- law firm Marie Chung Truslow -- caller advised she needed to send in a inspection for a vehicle fire -- gave the information po box address
05/18/2022	Updating case with new information. The insurance company, American Modern Property and Casualty Insurance Company, asked if FCA would like to inspect the vehicle at a lab in Wilmington, DE. Review with TSRC before processing. Per OGC Matrix, reassigned to CCRG.
05/18/2022	Assigned to RLG92 EAA please coordinate with FCA safety. See email.
05/19/2022	CCRG Open Date: 05/18/2022 10:56:52
05/20/2022	File is in Product Liability and they will handle.
03/22/2024	CCRG Open Date: 05/18/2022 10:56:52

Email(s)

Date	05/18/2022	Subject	FCA - Inspection Request for 80416310	Sent Date/Time	05/18/2022 18:53 PM
From	uscustomer@fcagroup.com	To			

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

Business Phone:

Mobile Phone:

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

MANASSAS, VA, [REDACTED]

Country:

USA

Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company:

[REDACTED]

Rep:

[REDACTED]

AD1:

AD2:

Phone:

Business Phone:

Mobile Phone:

Email:

[REDACTED] m

Cty/St/ZIP:

''

Country:

USA

Language:

Status and Notes-----

Check Information -----

Opened By:

[REDACTED]

Open Date:

Tue Aug 31 15:59:02 GMT 2021

Type:

Special Investigation

Status:

Open

Last Updated By:

[REDACTED]

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2017 RUES53 CHRYSLER PACIFICA EHYBRID PLATINUM

Sls BC/Sls/Svc/Dir:

Mid Atlantic Fair Oaks Chrysler Jeep Dodge

In Srv Date:

Mon May 01 00:00:00 GMT 2017

Svc BC/Sls/Svc/Dir:

Mid Atlantic Lustine Chrysler Jeep Dodge

Curr Mi/Km:

0.0 Miles

Recalls

Recall:

T34

2017 RU PHEV PIM DIODE FAILURES

Safety Campaign

Status:

COMPLETE

Recall:

U73

17-18MY RU PHEV CAN BUS

Safety Campaign

Status:

COMPLETE

Recall:

U94

2017-2018 RU PHEV - EMISSIONS

Safety Campaign

Status:

COMPLETE

Recall:

W46

2017-20 RU PHEV 12-VOLT ISOLATOR POST CONNECTION

Safety Campaign

Status:

COMPLETE

Recall:

Z11

2017-2018 RU PHEV Fires

Safety Campaign

Status:

UNAVAILBLE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Fire in Vehicle
- 5) Additional details

*** documents ***

NARRATIVE ADDED BY [REDACTED] ON Wed May 18 16:17:14 GMT 2022

Assigned to RLG92

EAA please coordinate with FCA safety. See email.

NARRATIVE ADDED BY [REDACTED] ON Wed May 18 14:48:36 GMT 2022

Updating case with new information.

The insurance company, American Modern Property and Casualty Insurance Company, asked if FCA would like to inspect the vehicle at a lab in Wilmington, DE.
Review with TSRC before processing.
Per OGC Matrix, reassigned to CCRG.

NARRATIVE ADDED BY [REDACTED] ON Tue Aug 31 16:02:44 GMT 2021

Mandy Deese - senior paralegal -- law firm Marie Chung Truslow -- 19 tobisset st mashpee ma 02649 -- caller advised she needed to send in a inspection for a vehicle fire -- gave the information po box address

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Wed May 18 00:00:00 GMT 2022

Date	05/18/2022	Subject	FCA - Inspection Request for 80416310		
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time	05/18/2022 18:53 PM

Company: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Cty/St/ZIP: MANASSAS, VA [REDACTED]
Country: USA
Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company: [REDACTED]
Rep: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Email: [REDACTED]
Cty/St/ZIP: , ,
Country: USA
Language:

Status and Notes----- Check Information -----

Open Date: Tue Aug 31 15:59:02 GMT 2021
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2017 RUE53 CHRYSLER PACIFICA EHYBRID PLATINUM
Sls BC/Sls/Svc/Dlr: Mid Atlantic Fair Oaks Chrysler Jeep Dodge
In Srv Date: Mon May 01 00:00:00 GMT 2017
Svc BC/Sls/Svc/Dlr: Mid Atlantic Lustine Chrysler Jeep Dodge
Curr Mi/Km: 0.0 Miles

Recalls

Recall: T34
2017 RU PHEV PIM DIODE FAILURES
Safety Campaign
Status: COMPLETE
Recall: U73
17-18MY RU PHEV CAN BUS
Safety Campaign
Status: COMPLETE
Recall: U94
2017-2018 RU PHEV - EMISSIONS
Safety Campaign
Status: COMPLETE
Recall: W46
2017-20 RU PHEV 12-VOLT ISOLATOR POST CONNECTION
Safety Campaign
Status: COMPLETE
Recall: Z11
2017-2018 RU PHEV Fires
Safety Campaign
Status: UNAVAILABLE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Fire in Vehicle
- 5) Additional details

*** documents ***

NARRATIVE ADDED ON Wed May 18 16:17:14 GMT 2022
Assigned to RL92 EAA please coordinate with FCA safety. See email.