

New Customer Assistance Inquiry Record (CAIR)#

VIN

Model Year

009

Brand

DODGE

Body

JCDP49

Vehicle

DODGE JOURNEY SXT HATCHBACK

Line of Business

AC

Customer Assistance Center

Customer Provided VIN

Batch Case Information

Open Date

11/19/2008

Close Date

11/19/2008

Mileage

7,800 Miles

CAIR Type

R gular

Status

Closed

Origin

T phone

Reason

New Problem

Market

U

Language

English

Contact Email

icagroup.com

Contact Phone

Contact M ile

Caller Address

Source

Customer

Caller City

JENNINGS

Caller Country

U A

Caller Postal Code

8141

Customer

Customer Address

Dealer

44966

Dealer Address

GULF COAST AUTOPLEX LLC
414 Fred & Ruth Ziegler Memorial Dr
JENNINGS

Dealer Phone

3378244486

Dealer Zone

Sales District

3025

Service District

8

Subject

Customer called to inform that the electrical system is down.

Synopsis

Customer Anomaly

Electronics
Gear Electronics

Contact Reason

C105

Technical Issue With Vehicle

ustomer Anomaly

13

Vehicle transmission shifting issues

Reason Code

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

Case Status History

Create Date		Status
11/19/2008 02:25 PM		Open
11/19/2008 02:49 PM		Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock/ Deck Lid - Defective, Customer states that she was locked up inside the vehicle.
0108600200-Product,Electrical,Radio/Spkrs/Clock/Antenna,Defective,Default,Radio/Spkrs/Clock/Antenna - Defective,Customer also states that radio was shut down
0124000200-Product,Air Conditioning / Heater,Unknown,Defective,Default/Air Conditioning / Heater - Defective, Customer also states that there is problem with the AC.
0108700200-Product,Electrical,Speedo/Gauges/Ometer/EIC,Defective,Default,Speedo/Gauges/Ometer/EIC - Defective,Customer called to inform that the electrical system is down.

Case Comments

Date	Comment
11/19/2008	Customer called to inform that the electrical system is down. Customer states that the indication lights in the instrument panel are not working. Customer also states that there is problem with the AC. Customer states that she was locked up inside the vehicle and that the doors did not open and the radio was shut down. Customer states that she has been to the dealership 7 times. Customer states that she is not happy with the vehicle.
11/19/2008	Customer will take the vehicle to the dealership.
11/19/2008	Customer states that she has 3 children which includes Twins. Customer states that she liked the vehicle but it is not safe for her family she needs a replacement. Customer will be seeking legal help in this regards. Agent advised that kindly visit the dealership and get the vehicle diagnosed.

New Customer Assistance Inquiry Record (CAIR)#									
VIN		Model Year	2010	Brand					
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK			DODGE			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center					
Batch Case Information									
Open Date	06/28/2011	CAIR Type	Regular	Status	Closed				
Close Date	07/07/2011	Origin	Telephone	Reason	New Problem				
Mileage	4,400 Miles	Market	U	Language	English				
Contact Email		Contact Phone		Contact Mobile					
Caller Address		S		Source	Customer				
Caller City	ANNA	Caller Country	USA	Caller postal Code	3475				
Customer									
Customer Address									
Dealer	45163	WARD CHRYSLER CENTER, INC.			Dealer Phone	6184578155			
Dealer Address	1412 WEST MAIN								
	CARBONDALE			IL	629012230	USA			
Dealer Zone	Midwest	Sales District		Service District	K				
Subject	Vehicle door damaged during repair.								
Synopsis									
Customer Anomaly									
Contact Reason	C103	Serviced Vehicle Returned With Damage	Customer Anomaly						
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Delivered Damaged vehicle								

Case Status History

Date	Create Date	Status
06/28/2011 08:24 PM	Open	
07/07/2011 03:02 PM	Closed	

Initial Description

0205011600-Dealer,ServiceBodyShop,Transaction,Vehicle Damaged,Default,Vehicle Damaged/ Poor Condition,Vehicle door damaged during repair.

Case Comments

Date	Comment
06/28/2011	Customer claims that when his vehicle was being repaired, the dealership scratched and dented his vehicle door, both inside and out. Customer a seeking to have vehicle door replaced at dealership's expense. Customer advised a call back is required and will take place within one business day by CCB their time Preferred anytime call back number is [REDACTED] Who has possession of the vehicle? (Owner/Dealer/RFP) Owner Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 45163 Reassigned to 88F
06/29/2011	Customer called to speak to case Manager Writer advised customer that Case manager has until end of business day to contact customer ***** CASE MANAGER TEAM- District [88F] *****
06/29/2011	Customer Chrysler history: 1 New 1 Used 0 Household 0 service contact CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED] at 5:00 PM EST. Left message indicating another attempt will be made tomorrow 06/30/2011.
06/30/2011	Briefly summarize why the customer is contacting Chrysler: Caller requested to speak to the case manager Briefly summarize what the customer is expecting Agent transferred caller to the case management department
06/30/2011	2nd attempt made to contact customer. Customer states that he before he had taken the vehicle in for some repairs. Customer states that the passenger side door would not open from inside nor outside. Customer states that he had been told by dealer that they had to break something in the door to make some repairs. Customer states that because of this there are some big scratches and some protruding dents. Customer states that when he addressed the concern with dealer that they stated that they will repair but do not feel that they should have to replace door and they were just going to repair. Writer will follow up with dealer to get more details.
07/01/2011	Writer placed call to dealer [REDACTED], and requested service manager, however SM was not available, left message for call back also provided email contact
07/01/2011	Writer attempted to contact dealer Service Manager Nathan, however, SM not available. Service advisor Josh took message for call back
07/01/2011	Writer called customer to let him know that calls have been placed to dealer and at this time we are still waiting for a call back. Writer advised we will follow up again on Tuesday
07/05/2011	Writer attempted to contact dealer Service Manager Nathan, however, SM not available. Left message for a return call at extension 66191, also left email contact
07/05/2011	Writer called dealer and requested service manager, Nathan, who stated that the customer had come in for some repairs, dealer did put a small pin hole size which dealer offered to repair, he also stated that the customer had mentioned a small scratch in the door as well which the dealer again offered to repair. Dealer stated that the customer became very rude loud and began demanding and cursing the dealer to change out the whole door. Dealer had advised that they were more than willing to make repairs but would not be able to change out the door. SM states that the general manager also informed that they do not want the customer returning to their shop because of his behavior and threats.
07/05/2011	Writer called the customer and left message for call back
07/06/2011	2nd attempt made to contact customer. Left message.
07/07/2011	Customer calls to speak with their Case Manager.
07/07/2011	Customer called for status. Writer informed the customer that the dealer acknowledged the damage and they had offered to repair. Customer stated that he did not feel it is something that should be repaired and he should be able to get it replaced because this is a new vehicle. Writer advised the issue needs to be addressed with dealer as this would be a dealer dispute. Customer was not happy CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/03/2011	CAIR Type	Regular	Status	Closed
Close Date	09/20/2011	Origin	Telephone	Reason	New Problem
Mileage	10,105 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	WARREN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	57081	GALEANA'S VAN DYKE DODGE	Dealer Phone	5865734000	
Dealer Address	28400 VAN DYKE AVENUE				
	WARREN	M	48093 7133	USA	
Dealer Zone	Great Lakes	Sales District		Service District	A
Subject	Door handle on the inside doesn't work				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/03/2011 01:51 AM	Open
09/20/2011 04:09 PM	Closed

Initial Description

0450111001-Corporate, Outbound, Survey Follow-Up, CPS, Customer Contact Complete, CPS - Customer Contact Complete, CPS - Customer Contact Complete
0450111000-Corporate, Outbound, Survey Follow-Up, CPS, Default, Corporate Outbound - Survey Follow Up CPS, Corporate Outbound - Survey Follow Up CPS
0123030012-Product, Body / Trim / Paint Finish, Body Hardware, Other, F. Door-Pass, Right Front Door Hardware Inquiry, Door handle on the inside doesn't work

Case Comments

Date	Comment
09/03/2011	CPS Survey Record Received Date: 09/02/2011 Survey Number Mapping Class : Dealer Event Type : 1st Warranty Visit CPS Score : 9
09/06/2011	Survey says, " The service guy was great, I took my car in, now my door doesn't open so I have to take it in again. Everytime I take it in for two visits, I have to order parts. They always have to order parts. Part of it was for a bulletin and one of the seat parts. One if under a warranty, they were supposed to fix the button and now I can't open my door from the inside."
09/06/2011	***** CASE MANAGER TEAM - District 88Z ***** CONTACT UPDATE - 1st Contact attempt, phone number dialed. Left message.
09/16/2011	2nd attempt made to contact customer. Left message.
09/17/2011	Customer states that the door handle doesn't work properly and that this is the second time that he has taken the vehicle into the dealer and it's still not fixed. Writer informed the customer that the dealer will be contacted on Monday to see what can be done. Customer states that he can't afford to take off work anymore to try and resolve this.
09/19/2011	Writer contacted the dealer and spoke to Kenny in parts who states that they have a UPS tracking number and it should be in today.
09/19/2011	1st Contact attempt, phone number dialed. Left message advising the customer that the part shows that it's at the dealer as per UPS tracking number.
09/20/2011	2nd attempt made to contact customer. Left message informing the customer that the part is at the dealer and to call back in if he has further questions. CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	009	Brand	DODGE
Body	JCP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	AC	Customer Assistance Center	
Batch Case Information					
Open Date	10/05/2011	CAR Type	Regular	Status	Closed
Close Date	11/03/2011	Origin	Telephone	Reason	New Problem
Mileage	46,100 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	BRANDON	Caller Country	U A	Caller Post I Code	
Customer					
Customer Address					
Dealer	45503	JOE USURY CHRYSLER JEEP DODGE		Dealer Phone	6015005555
Dealer Address	5395155 N				
Dealer Zone		MS		39206 4144	USA
		Sales District		Service District	8
Subject	PCM was replaced.				
Synopsis					
Customer Anomaly	Electronics				
Control Systems (BCM etc.)					
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/05/2011 05:23 PM	Open
10/21/2011 10:53 PM	Closed
11/02/2011 03:44 PM	Reopen
11/03/2011 03:50 PM	Closed
11/03/2011 03:50 PM	Reopen
11/03/2011 04:06 PM	Closed

Initial Description

022022000000-Dealer Loaner Vehicle Unknown, Other Default Loaner Vehicle Inquiry(Customer was provided rental for this issue.
022022000000-Dealer Facilities, Sales / Show Room, Inviting Default Inviting Dealer Customer's / Show Room: Customer was pleased with the sales department.
022047010000-Dealer Sales, Transaction, Other Default Sales Transaction Inquiry(Customer was traded out of the vehicle.
022047010000-Dealer Rejected Service, Unresolved Default Rejected Dealer - Service Unresolved(Customer stated dealership rejected to repair the vehicle.
022047010000-Dealer Rejected Service, Unresolved Default Rejected Dealer - Service Unresolved(Customer requested a rental vehicle.
0416000000-Corporate Rental Vehicle Default Default Rental Vehicle: Customer requested a rental vehicle.
0416000000-Corporate CNA Change Default Default Request for CNA Change(Customer updated information.
0417000000-Corporate CNA Change Default Default Request for CNA Change(Customer updated information.
0108202000-Product Electrical Ignition System, Other Default Ignition System - Inquiry(Win module was replaced and keys were reprogrammed.
0119002800-Product Disability Unknown, Hesitation/No Power, Vehicle Hesitation / No Power, Vehicle would not start or have no power.
0108820000-Product Electrical, Power/Engine Control Module, Other Default PQMCEM Inquiry(PQMCM was replaced.

Case Comments

Date	Comment
10/05/2011	Briefly summarize why the customer is contacting Chrysler: Customer stated that they took their vehicle to the dealership and has had it repaired twice, the master control board has been replaced twice. The customer stated that their vehicle locked while she was inside and she could not get out. She has had problems with this issue, she went to the dealership again, yesterday 10/04/11, told the Service Manager, Revel, what was going on and he asked her what she wanted him to do. She asked him to look at it again and fix it properly, he told her the problem was not currently happening at that time and she should call Chrysler for further assistance. The customer is upset with this Service Manager. Briefly summarize what the customer is expecting: Customer is lodging a complaint and also would like her vehicle repaired properly or she would like another vehicle as she does not feel safe with the current one. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: N/A Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes Is a CDJ dealer has diagnosed, what is the dealer name JOE USRY CHRYSLER JEEP DODGE 5395 155 [REDACTED] MS 39206 4144 601-500-5555 Reassigned to 68F
10/06/2011	Writer Deleted duplicate narrative as per SN6584
10/06/2011	***** CASE MANAGER TEAM- District 88U ***** 2nd Owner New1 Used1 Household:1 Warranty: Purchased vehicle outside of the basic warranty by 268 miles. Service contract: Lifetime Unlimited Mileage Maximum Care.
10/06/2011	CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Writer contacted customer on behalf of there concerns, customer was unavailable Left Message [REDACTED] Left Message.
10/06/2011	Customer called in requesting case manager, transferred over to case manager Customer states that the master control board was replaced at Wilson dodge dealership shop [REDACTED] from all star dodge which dieded down so customer took it to. Customer is still having the same issues with the part so customer took it to Joe Usry CJ/D and customer has worked with the same service manager throughout the entire affair. Customer states that the last time she took the vehicle to the dealership they have not been very helpful. Customer states her vehicle looks her in her car. Customer states that it seems as if her car is possessed. Customer states that she wants to get out of her vehicle and she wants to get a truck. Customer states that her vehicle to the dealership for them to look at it. She stated that the dealership is unwilling to help her. Customer states that her vehicle has left her stranded. Customer contacted to see if we were able to help her because the dealership is unwilling to help her. Customer states that her vehicle has left her stranded. Customer does not trust her vehicle and cannot deal with this issue any longer. Customer has worked with Revel at the dealership.
10/07/2011	DEALER CONTACT- Writer spoke to Service Manager Betty Sue Rowan. On 6/22/09 Action Chrysler a wireless control module was the problem and it was replaced. On 05/28/11 hom was honking, no codes found, operators observed the vehicle 182891 star case opened but they were unable to duplicate the issue and no repairs were made on the vehicle. There is no ticket open but they would be happy to take a look at the vehicle and bring it in the morning and be prepared to leave the vehicle. They will check the vehicle all day and be able to try to find the problem. Friday is the busiest days so tell customer to go on Monday Tuesday/ Wednesday or Thursday. CUSTOMER [REDACTED] Writer informed the customer of lines [REDACTED] Customer states the last time it happened they could not find out what was wrong with it. Customer states that she will take the vehicle in on Monday. ***** DIRECT-TO-DEALER ***** ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to resolve this customers concerns(s). If needed, seek assistance from your District Manager, Business Center or STAR. The unresolved concern is electrical issues. Agent called dealer and spoke to Betty Sue Rowan, informed that CAIR was being sent. Please update this CAR with resolution. ***** REASSIGNED TO BC/DLR 63-45503 10/07/11 10:35 C [REDACTED]
10/07/2011	Customer requested to speak with Case Manager. Writer advised that Case Manager is not available. Customer stated she will contact Case Manager on 10/11/11
10/11/2011	CUSTOMER CONTACT [REDACTED] Left Message.
10/11/2011	DEALER CONTACT- 601-500-5554 Writer spoke to Service Manager Betty Sue Rowan about customers electrical issues with the vehicle. Left Message.
10/11/2011	Customer called to speak to CM. Transfer to Ext. 66104
10/11/2011	Customer contacted back and states that they did not find anything wrong so the star case has been sent up to the technicians in M. The AnswerCONNECT article that was referenced to provide the answer to the customer was # [REDACTED]
10/11/2011	*Contact Date: 10/11/2011 Service Manager at the dealership has updated the CAIR# [REDACTED] An appointment has been set with the customer.

Date	Comment
10/11/2011	Dealership Service Manager Betty Sue Rowan states that no codes were shown and that the problem needs to be handled get the vehicle back in so that it will be there when they call back. CUSTOMER CONTACT [REDACTED] Writer will contact customer to update her on taking the vehicle back in to the dealership. Customer will contact the dealership to see what they say.
10/11/2011	[REDACTED] calling for TL345, transferred.
10/11/2011	Customer states that they called last night and wanted the car at the dealership and they want the vehicle over there right now. Writer is considering helping with a rental vehicle if dealership cannot provide one.
10/11/2011	Customer told agent she had to bring vehicle back to dealership today, customer feels that she should receive a rental vehicle. Agent told customer that she will contact the dealership and see if we could authorize a rental. Agent contacted dealership, agent spoke with SMBetty Sue, SM explained that we are waiting for STAR to reply back about the case. SM told agent she is willing to authorize a rental once they hear back from STAR but at this time we cannot authorize a rental. SM told agent that they are shutting her to work and back. Agent explained situation to customer, customer was not happy with this. Customer requested a call back from case manager tomorrow morning.
10/11/2011	Caller [REDACTED] requesting to speak with Supervisor. Customer said she keeps having to go back and forth to the dealer over the vehicle's issue with the door locks and dealer can not fix it and no rental can be authorized. Writer told her a supervisor would call her back in 1-2 hours. Writer submitted a call back form to [REDACTED].
10/11/2011	Supervisor call approved by BE115. [REDACTED] delivered supervisor form to BE115.
10/11/2011	***SUPERVISOR*** Writer called customer to speak with her about her vehicle's situation. Customer is concerned about being stranded somewhere to wait for her vehicle to act up. Customer was told to bring her vehicle in immediately due to engineers wanting to provide duplication information. Customer was told that her vehicle was not safe. Customer would like another vehicle. Writer informed customer that rental would be discussed as preliminary while vehicle is being diagnosed but it would not be indefinitely provided. Customer understands and is aware she will be contacted back after writer speaks with the dealership. Writer or Case Manager will contact dealer to verify progress with STAR case and if there is not resolution be an advocate for customer with Sales Manager to provide possible trade in assistance.
10/12/2011	CUSTOMER CONTACT [REDACTED] Writer contacted customer to see what happened with the case while writer was out of the office. Customer was unavailable Left Message with extension [REDACTED].
10/12/2011	Customer contacted back and stated that they contacted the customer and stated that she needed to take the vehicle into the dealership and they stated that would get her a rental vehicle. Customer states at 3:45 she contacted and she spoke to another person who stated that nothing has been approved. So customer picked up the vehicle and spoke to BE115 who stated that she was going to find out what is going on. Writer contacted dealership to approve a rental for up to 7 days. Customer states that
10/12/2011	Revel [REDACTED] was very rude to the customer at the dealership. DEALER CONTACT-Acting Service Manager Paul stated that they will give the customer a rental vehicle for 7 days at \$35.00 a day.
10/18/2011	CUSTOMER CONTACT [REDACTED] Writer contacted customer to see if vehicle is repaired yet or not. Customer stated that she is still in the rental and was informed that they thought it was the wireless ignition switch and writer will need to contact the dealership. DEALER CONTACT-601-500-5654 Writer called to speak to Service Manager Betty Sue Rowan about the vehicle's repairs. Service Manager states that there are parts ordered. Service Manager Betty found a fix while she was at a Technician meeting in Orlando and is waiting on parts. Estimated Time Arrival is on Friday 10/21/11. Customer states that this is great and she hopes that this fixes the issue.
10/21/2011	DEALER CONTACT [REDACTED] Writer called to speak to Service Manager Betty Sue Rowan to obtain diagnosis information. Customer has picked up the vehicle and the repairs are completed.
10/21/2011	*Contact Date: 10/21/2011 Customer request has been fulfilled. CAIR RETURNED FROM DEALER ON '10/21/2011' AT '06:50:170 R [REDACTED]
10/21/2011	CUSTOMER CONTACT [REDACTED] Writer called to confirm with customer that the repairs are completed and the case can be closed out. Customer states that the vehicle is fine and if the vehicle is acting up again to bring it back in. Customer states that if she has issues she will contact back and contact the dealership. CLOSED LOOP UPDATE - no need for additional follow-up.
11/02/2011	Customer called stating that she is having the same issue with her vehicle. Caller asked to speak with TL345 the case manager. Agent was getting more information when the call ended.
11/02/2011	Customer states that the issue is not resolved. Customer calls to speak with their Case Manager. Agent transferred the customer to case manager TL345 at extension [REDACTED]
11/02/2011	Briefly summarize why the customer is contacting Chrysler: Customer called today because she states that the problem is not resolved. Customer states that this morning the same thing described above happened to her. Briefly summarize what the customer is expecting: Customer is seeking further assistance from Chrysler for this ongoing issue. Customer advised a call back is required and will take place within one business day by COB their time. Preferred Morning/Afternoon call back number is [REDACTED]. Preferred Afternoon/Evening call back number is [REDACTED]. Customer email address for case updates [REDACTED]. Who has possession of the vehicle? dealership Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 45503 Reassigned to 88F
11/02/2011	Status update provided via email to the following email address: [REDACTED] I received your case again I am going to give you a call 1-800-763-8422 extension 66104 Case number [REDACTED] Thanks Tayler End of Status Update
11/02/2011	CUSTOMER CONTACT [REDACTED] Writer contacted customer to see if the vehicle can be traded out of. Customer does not want the vehicle any longer and would like the dealership to trade her out of the vehicle.
11/02/2011	DEALER CONTACT- 601-500-5555 Writer called to speak to Service Manager Betty Sue Rowan. SM states that they are replacing both of the key remotes and she finally has a fix for the issue. Customer's keys did not open the door and start the alarm, SM states that do not attempt to start it because SM needs to duplicate the issue. SM is replacing both key remotes and reprogramming them. SM replaced win module and reprogram. Service Manager states that she does not qualify for lemon law because it could not duplicate. Service Manager Betty Sue Rowan will see if she can get her traded out of the vehicle.
11/02/2011	##### DIRECT-TO-DEALER ##### ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Manager, Business Center or STAR. The unresolved concern with the vehicle. Please update this CAIR with resolution. #####
11/02/2011	REASSIGNED TO BC/DLR 63 45503 11/02/11 14:42 R [REDACTED]
11/02/2011	[REDACTED] called to speak with the case manager. Writer transferred the customer to ext 66104.
11/02/2011	CUSTOMER UPDATE [REDACTED] Customer is going to contact the dealership to see if she can be traded out of the vehicle and/or fix the issue that is occurring.
11/03/2011	*Contact Date: 11/03/2011 Warranty repair has been documented on Repair Order [REDACTED] CAIR RETURNED FROM DEALER ON '11/03/2011' AT '10:58:511' R [REDACTED]
11/03/2011	DEALER CONTACT [REDACTED] Writer called to speak to the Service Manager Betty Sue Rowan about the repairs done. Left Message on voice mail. CUSTOMER CONTACT [REDACTED] Writer called to see if there is an update on the status of this case in regards to trading out of the vehicle. Customer went to the dealership yesterday and traded out of the vehicle. Customer states the dealership was very understanding and everything worked out well for her. Customer is going to send in a letter for how much help she has received. CLOSED LOOP UPDATE - no need for additional follow-up.
12/09/2011	Customer seeking rental assistance because repairs being done. Service Manager contacted at 45503 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 9 days of rental per guidelines in Warranty Bulletin D-11-01.

New Customer Assistance Inquiry Record (CAIR)#									
VIN		Model Year	010	Brand	DODGE				
Body	JCD49	Vehicle	DODGE JOURNEY SXT HATCHBACK						
Customer Provided VIN	Line of Business		AC	Customer Assistance Center					
Batch Case Information									
Open Date	10/07/2011	CAIR Type	R	gular	Status	Closed			
Close Date	11/21/2011	Origin	T	phone	Reason	New Problem			
Mileage	4,264 Miles	Market	U		Language	English			
Contact Email		Contact Phone			Contact M ble				
Caller Address					Source	Customer			
Caller City	MACOMB	Caller Country	U	A	Caller Postal Code				
Customer									
Customer Address									
Dealer	66183	DICK HUAERE'S RICHMOND CHRYSLER D			Dealer Phone	5867277577			
Dealer Address	67567 S MAIN ST								
Dealer Zone	RICHMOND		I		48062 1925	USA			
Subject	Great Lakes	Sales District	Service District D						
Synopsis	vehicle will not unlock								
Customer Anomaly	Electronics								
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues				
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details								
Case Status History									
		Create Date						Status	
10/07/2011 09:29 PM								Open	
10/20/2011 07:18 PM								Closed	
10/27/2011 04:48 PM								Reopen	
11/21/2011 01:19 AM								Closed	
Initial Description									
0208000000-Dealer,ByPass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code 0421000000-Corporate,Technical Assistance,Default,Default,Request for Technical Assistance,vehicle locks up and will not open 0108005700-Product,Electrical,Unknown,Intermittent or Inoperative,Default,Electrical - Intermittent or Inoperative,vehicle will not unlock									
Case Comments									
Date					Comment				
10/07/2011					Briefly summarize why the customer is contacting Chrysler: Customer's husband stated the electrical system has not been working properly on this vehicle. Customer's husband stated three times the vehicle has caused a problem with being unable to get out of the vehicle. Customer's husband stated the alarm went off and the manual key was used to get into the vehicle the first time. Customer's husband stated the door is locked and will not open from the inside at all. Customer stated the vehicle also came out of park while the vehicle was still off. Customer stated the last time his wife had the vehicle on a trip and it was taken to another dealership who did some repairs. Customer's husband stated the dealership could not guarantee this would work. Last week happened to the husband, last week to his wife and when picking it up the vehicle was still on the parking lot of the dealership and it happened again. Customer's husband stated the last dealership was La Grange dealership code 57059. Customer's husband stated his wife is scared to drive the vehicle. Briefly summarize what the customer is expecting: Another vehicle or money back on this one. Customer's husband stated this is a safety issue. Agent advised documentation would be sent to case Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/ Midday call back number is call Please call after one pm Preferred Afternoon/ Evening call back number is Customer email address for case updates: Customer declined who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes if a CDJ dealer has diagnosed, what is the dealer name or code? ***** CASE MANAGER TEAM/ District V *****				
10/10/2011					Customer does not have an email.				
10/10/2011					Original owner, active 7/100 service contract				
10/10/2011					CONTACT UPDATE - 1st Contact attempt, phone number dialed. Customer states that this issue first started to occur on September 28, 2011, when security alarm goes off, you can not open the door and customer vehicle came out of park. Customer took vehicle to dealer three times to have repaired; customer believes that the issue with the left door not opening and vehicle coming out of park without key in the ignition is a safety hazard. Customer states that he would like Chrysler to buy-back his vehicle and provided him with a new vehicle at no cost. Customer informed a call back is required and will take place within one business day. Preferred Morning/ Midday call back number is Preferred Afternoon/ Evening call back number is Customer email address for case updates: Customer does not have an email. Who has possession of the vehicle? Owner is this a request for Lemon Law, buy-back or replacement? buy-back Reassigned to 88L				
10/11/2011					Reassigned to I2R for follow-up.				
10/13/2011					***** with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact ***** extension 440. Thank you.				
10/13/2011					10/13/2011 K4286 Spoke with Dave SA at Huare's- only ever did oil changes Spoke with Gabe SA at Sterling- was in there for 1 day on 9/27 for a no crank issue (FOB key issues)- they could not duplicate Spoke with Meredith SA at LaGrange- they had vehicle from 10/4 -10/6 for same FOB issues (key doesn't work, doors lock on their own, alarm goes off with key in ignition). They contacted STAR, performed a TIPM and returned to owner				
10/13/2011					Initial call with owner, in repair for FOB key issues, alarm goes off, doors lock by themselves even when button is in unlock position. Said LaGrange tried to give it back to owner on 10/4 but when MRS got in vehicle on dealership lot it wouldn't unlock; she called her husband and went back in. He actually phoned them and told them where to look, what to check and they opened a STAR case. (says he did electrical work for Jeep for 40 years- now retired) They performed a TIPM and told owner they think it is resolved. Says have had vehicle back 1 week and he is driving it; wife is afraid to get stuck with it. Advised him what we do, gave him phone number and explained I will keep checking on him and make sure repairs are complete				
10/18/2011					10/18/2011 K4286 Called owner and left message checking on repairs				
10/20/2011					10/20/2011 K4286 Called owner and left message checking on vehicle repairs				
10/27/2011					10/27/2011 K4286 Spoke with owner, had to take his vehicle back in for repair, went dead again. >Spoke with Jerry SA at Dick Huare's, said they got vehicle in on 10/22- had many codes that basically read loss of communication. They cleared the codes, drove it a little and are about to return to owner. I asked him to please involve STAR before returning, clearing codes does not resolve the issue. He said he would.				
10/27/2011					10/27/11 Emailed gpl1 regarding customer has contacted us regarding further electrical concerns and requested he advise. CM				
10/28/2011					10/27/2011 Please contact the customer review concern and handle on merits. GPU				
10/28/2011					10/28/2011 K4286 Forward b DM to handle				
11/01/2011					On 10/31/2011 Owner called about vehicle- have not picked up yet- explained to them case was forwarded to DM to handle -				
11/01/2011					11/1/2011 K4286 Owner left a voicemail, picked up vehicle last night and on the way home it broke down again. Horn, alarm and all dash lights came on and then it died. he advise. CM				
11/01/2011					11/1/11 Emailed CRM (gpl1) customer contacted I2R regarding he has not been contacted and vehicle stalled again on the way home from the dealership. Requested he advise. CM				
11/01/2011					11/1/2011 Please contact the customer review concern and handle on merits. GPU				
11/01/2011					11/1/11 Received email response from gpl1 "Phil, Please see below, car is still open in your in box. Thanks" CM				
11/03/2011					11/3/2011 K4286 Owners called on 11/2/2011 and again this morning, still not contacted. Vehicle is broke down in their garage				

Date	Comment
11/04/2011	11/4 The dealership has been in contact with the customer and the dealer has been updating Area Manager. _
11/04/2011	11/4 Dealer has identified the issue. Previously they have not been able to duplicate the concern. Parts have been ordered and should be in next week. Area Manager will follow up with dealer on Monday to see if vehicle had been repaired. _
11/07/2011	11/7 Dealer has received the parts and is working on completing the repairs
11/10/2011	11/10 Dealer is completing the repairs should be completed today.
11/15/2011	11/15 Vehicle has been returned to the customer.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/25/2011	CAIR Type	Regular	Status	Closed
Close Date	11/04/2011	Origin	Telephone	Reason	New Problem
Mileage	13,530 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	MCDONOUGH	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	26620	CRONIC INC		Dealer Phone	7702274271
Dealer Address	2515 N EXPRESSWAY				
	GRIFFIN	GA	30223 7200	USA	
Dealer Zone	Southeast	Sales District		Service District	H
Subject	Rear door unable to open from inside.				
Synopsis					
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/25/2011 08:11 PM	Open
11/04/2011 05:36 PM	Closed

Initial Description

046900000-Corporate,Enhanced Customer Satisfaction Program (ECS),Default,Default,Default,Enhanced Customer Satisfaction Program (ECS),Enhanced Customer Satisfaction Program (ECS)
0123035628-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Rear Facia/Valance,Rear Facia / Valance Hardware - Misaligned / Poor Fit,Rear bumper pops off when going over a bump
0108035700-Product,Electrical,Power Hatch/Deck Lid,Intermittent or Inoperative,Default,Power Hatch/Deck Lid - Intermittent or Inoperative, Rear door unable to open from inside.

Case Comments

Date	Comment
10/25/2011	****Begin structured narrative Enhanced Customer Satisfaction ****Enhanced Customer Satisfaction Team**** Owner is being handled by the Enhanced Customer Satisfaction Team. Transfer the customer to 866-275-1420. ****End structured narrative Enhanced Customer Satisfaction
10/25/2011	Dealer called in stating they have an ECS customer dropping off vehicle for service. Dealer Code: 26620 SMSAName - SASMSAPhone: VIN: Mileage: 13,530 Customer Name: Customer contact number: Descriptions of issue: Back passenger rear door will not open from inside / rear bumper pops out when going over a bump. Writer verified dealer offered a free rental to ECS customer. Writer provided dealer with name: Sharlene and phone number 866-275-1420 extension 4720215.
10/25/2011	...Dealer called in for authorization to repair rear door as well as repair the back bumper. Writer will call customer and introduce herself as her CA.
10/26/2011	...Writer called customer and left message to have customer callback. Writer to introduce herself.
10/26/2011	...Dapis created.
10/28/2011	...Writer called customer busy line. Will try again.
11/01/2011	...Writer called customer to check on repair of vehicle. Writer left message for customer to return my call.
11/02/2011	...Writer called and attempted to talk to customer. Line was busy. Will try again.
11/02/2011	...Writer attempted to call customer and did not get an answer. Writer could not leave message because an answering machine did not kick in. Will try customer again.
11/04/2011	...Writer called service and service informed writer that they will call customer to get her back into the body shop to repair bumper. Writer will check back on Tuesday to see if service has made the appointment.
11/04/2011	...Writer made 3 attempts to get in touch with customer. Writer will now close out case.
11/08/2011	.
11/09/2011	...Writer called dealer to get status of vehicle. Customer has vehicle but dealer is just waiting on a loaner to come into the shop so that the customer will have something to drive. Doug is informed of this as well as the customer. Repairs will start once the dealer has a loaner to give to the customer. Writer will check back with dealer on Friday 11/11 for another update.
11/11/2011	...Writer called dealership and was informed that customer will be in the first of the week for bumper repair.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2011	Brand	DODGE
Body	JCEE49	Vehicle	DODGE JOURNEY MAINSTREET AWD HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	11/03/2011	CAIR Type	Regular	Status	Closed
Close Date	11/03/2011	Origin	Telephone	Reason	New Problem
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone	\$	Contact Mobile	
Caller Address				Source	Customer
Caller City	PEARL RIVER	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	66689	ROCKLAND CHRYSLER JEEP DODGE	Dealer Phone	8456273700	
Dealer Address	60 ROUTE 304				
	NANUET	NY	10954 2924	USA	
Dealer Zone	Northeast	Sales District		Service District	J
Subject	rear doors do not open from the inside				
Synopsis					
Customer Anomaly					
Contact Reason	C7	Accessory Technical Data	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Accessories - Accessories - Technical aspects & assembly				

Case Status History

Create Date	Status
11/03/2011 03:31 PM	Open
11/03/2011 03:34 PM	Closed

Initial Description

041500000-Corporate,Recall,Default,Default,Default,Recall,recall inquiry
042100000-Corporate,Technical Assistance,Default,Default,Default,Request for Technical Assistance,rear doors do not open from the inside

Case Comments

Date	Comment
11/03/2011	Briefly summarize why the customer is contacting Chrysler: The customer called because even with the child safety locks off, their back doors can't be opened from the inside. Agent advised that they would need to get their vehicle looked at by a dealership. Briefly summarize what the customer is expecting: The customer wants their vehicle fixed

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2012	Brand	DODGE
Body	JCDH49	Vehicle	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	04/20/2012	CAIR Type	Regular	Status	Closed
Close Date	04/20/2012	Origin	Telephone	Reason	New Problem
Mileage	100 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	SOUTH WEYMOUTH	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	44545	GOOD BROTHERS DODGE INC	Dealer Phone	7813318300	
Dealer Address	577 COLUMBIAN STREET				
	SOUTH WEYMOUTH	MA	02190 1131	USA	
Dealer Zone	Northeast	Sales District		Service District	B
Subject	2012 DODGE JOURNEY SE HATCHBACK				
Synopsis					
Customer Anomaly					
Contact Reason		Customer Anomaly			
Reason Code	After Sales - Information & Assistance Requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
04/20/2012 06:20 PM	Open
04/20/2012 06:25 PM	Closed

Initial Description

0450111201-Corporate,Outbound,Survey Follow-Up,IQS,Customer Contact Complete,IQS - Customer Contact Complete,2012 DODGE JOURNEY SE HATCHBACK

Case Comments

Date	Comment
04/20/2012	Final Attempt: JD Power Outbound. Agent contacted the customer regarding their new vehicle. Customer has no questions or concerns at this time. Customer is very happy with this vehicle. Agent provided the customer assistance phone number for any future questions or concerns. Customer confirmed mailing address and agent updated COIN. The customer is having an issue with the rear doors are not opening from the inside regardless if the child locks are set or not. The customer has an appointment with the dealership to have the problem fixed tomorrow. ***End***

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2009	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/25/2012	CAIR Type	Regular	Status	Closed
Close Date	07/03/2012	Origin	Telephone	Reason	New Problem
Mileage	98,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	LEONARD	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	63975	MILOSCH'S PALACE CHRYSLER JEEP		Dealer Phone	2483932222
Dealer Address	3800 S LAPEER RD				
	LAKE ORION		M	48359 1325	USA
Dealer Zone	Great Lakes	Sales District		Service District	C
Subject	Left Front Door Hardware - Inoperative				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/25/2012 12:13 PM	Open
07/03/2012 06:16 PM	Closed

Initial Description

0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law
0123035710-Product,Body/ Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,Left Front Door Hardware - Inoperative

Case Comments

Date	Comment
06/25/2012	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Customer states she has had numerous problems with the vehicle. This time customer was trapped in the vehicle. Door would not open from the inside or outside. Customer states she had to climb through the window at the dealership. Customer states that Dealership is seeking Chrysler's permission to cut the door off the vehicle. Briefly summarize what the customer is expecting: Customer is seeking vehicle be bought back. ****End structured narrative T2 - Beginning Narrative Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/ Midday call back number is Preferred Afternoon/Evening call back number is Customer email address for case updates: Refused Who has possession of the vehicle? Dealership Has the vehicle been diagnosed by a CDJ dealer? Yes if a CDJ dealer has diagnosed, what is the dealer name or code? 63975 Reassigned to 88F
06/25/2012	***** QUALIFIER TEAM ***** This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired. The customer was also informed that a case manager will be assigned to them for further follow-up. RESEARCH RESULTS: Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer has no related repairs in the terms and now appears to be outside the terms of protection. Number of related repair attempts = 0. Number of days out of service = 0.
06/26/2012	CONTACT UPDATE - 1st Contact attempt, phone number Writer called customer and informed them of the above information. Dana is stating she is tired of this vehicle and now she is unable to get in the door. Writer informed customer that Dodge does want their vehicle repaired and we will escalate their case to seek resolution. Writer called dealership and informed SM Jim per voice mail customer requested Lemon Law and the vehicle did not appear to meet the guidelines. Writer is sending cair to 88D for further handling.
06/29/2012	Writer contact customer and spoke to who advised that his vehicle has been repaired, the door was as well as the front end of vehicle. Customer states his concern is that a component on his vehicle brakes down every 3 months. Customer states he has had numerous repairs on his vehicle and expressed frustration with concern. Customer states that if his mother-in-law was sitting in the front seat and the door couldn't open that she wouldn't be able to crawl over the console. Email: hotmail.com
06/29/2012	Writer will follow up with customer once he has had a chance to drive the vehicle and make sure there are no further issues. Status update provided via email to the following email address: hotmail.com Hello, My name is and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: Your case number is listed above. The Chrysler Case Management telephone number is: 800-763-8422 My direct extension: 66300 My work hours are: 10am-6:30pm Eastern Standard Time Monday-Friday NOTE: This is a one-way email communication. Please do not reply. End of Status Update
07/03/2012	Customer states she doesn't know what repairs were done on her vehicle as the dlr did not have a repair order ready for her because there were so many repairs done on her vehicle. Customer expressed dissatisfaction with vehicle. Customer states she does not feel safe in her vehicle and does not let her son drive her vehicle because she feels it is a dangerous vehicle. Customer feels Dodge doesn't care about her vehicle and about her door. Customer states she will never buy another Dodge and can't wait till she gets out of her vehicle. Customer alleges that in 2 months she will have more repairs that are needed. Customer states she knows that Dodge cannot buy her vehicle back and feels nothing is being done for her. Customer states she has had to pay \$100 co-pay every month along with her car payments. Customer states she has nothing further to say and that Dodge has nothing further to say to her. Writer tried to explain to customer that we do take every concern brought to our attention very seriously and want to make sure that all the issues are resolved. Customer states they are not. Customer wanted to know what Dodge was going to do about her door that has already been repaired. Writer explained to customer that if no further repairs are needed, we will be closing the case. Customer was not happy, and states she is done with DODGE. Customer disconnected call.
07/03/2012	CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY/SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	08/27/2012	CAIR Type	Regular	Status	Closed
Close Date	10/09/2012	Origin	T lephone	Reason	New Problem
Mileage	53,416 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	MURRIETA	Caller Country	USA	Caller Po	tail Code

Customer					
Customer Address					

Dealer	61339	JACK POWELL CHRYSLER DODGE JEEP	Dealer Phone	7607452880
Dealer Address	1625 AUTO PARK WAY			

Dealer Zone	California	Sales District	CA	92029 2008	USA
			Service District	N	

Subject	Electical issues
Synopsis	
Customer Anomaly	Electronics
	Gear Electronics

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date		Status
08/27/2012 08:38 PM		Open
10/09/2012 12:08 AM		Closed

Initial Description

0407000000-Corporate,Lemon Law,Default,Default,Lemon Law,Lemon Law
 0108005700-Product,Electrical,Unknown,Intermittent or Inoperative,Default,Electrical - Intermittent or Inoperative,Electrical issues

Case Comments

Date	Comment
08/27/2012	Briefly summarize why the customer is contacting Chrysler:Customer called in because he continuously has electrical problems with the vehicle, the customer stated they get locked in the vehicle, they get locked out of the vehicle, vehicle will not start, gauges are bouncing and lights are flashing, ac blows out hot air. Customer stated that it has been to the dealership multiple times and the last visit to the dealership they stated that it was a battery issue and had it replaced and now the vehicle is doing it again. Briefly summarize what the customer is expecting:Customer is expecting help with this issue. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Afternoon/Evening call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: N/A Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? No If a CDJ dealer has diagnosed, what is the dealer name or code? [REDACTED] Reassigned to 88F ***** CASE MANAGER TEAM - District 88P ***** Customer Profile Servicing Dealership- Expressway Dodge INC Ownership- Original Owner Owned- 1 New Vehicle New- 1 Vehicle Currently Owns- 1 New Vehicle Service Contract- Lifetime Unlimited Mileage Maximum Care Out Of Warranty Mileage- 14,000 Pilot Program- Yes Previous CARs [REDACTED] Goodwill Escalation Matrix - Escalated- Date Created 06/16/2011- Date Closed 06/22/2011- [REDACTED] STAR-US Electrical- Intermittent Operation- Date Created 03/06/2012- Date Closed 03/02/2012 [REDACTED] STAR-US Electrical- Intermittent Operation- Date Created 01/23/2012- Date Closed 01/30/2012
08/28/2012	Agent left Service Manager [REDACTED] at 44124 dealership a message a [REDACTED] CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED] up to 0:16 seconds and the line disconnected
08/28/2012	Agent spoke with Service Manager [REDACTED] about this customer's vehicle and the customer being from California but having the 44124 dealership code. SM [REDACTED] states never have seen this vehicle before never heard of this customer before
08/29/2012	Agent dialed customer at [REDACTED] to gather more information about the customer's vehicle. Agent informs customer that a contact call was made yesterday but for some reason the line was disconnected agent apologized for not reaching contact due to line disconnected. Customer informed agent that the reason the line disconnected was because customer was pulling out cell phone which is a flip phone customer tried redialing unavailable number. Customer states that the dealership 44124 is the selling dealership but the customer lives in California now and has been at 61339 dealership for an awhile now since this vehicle concern first started. Customer states that the other day the customer wife who drives the vehicle was locked inside the vehicle and could not get out of the vehicle the doors would not unlock and the windows would not roll down. Customer states that the wife had to make a phone call to the customer who had to take the rest of the day off of work drive over to the wife's vehicle pop the hood take a wrench to the part in the engine that disconnects the power to the vehicle let it shut down and the was able to get the wife out of the vehicle safely. Customer states that the 61339 dealership has been contacted by customer and their recommendation is to have the wife bring the vehicle into the dealership for a few days to see if the concern can be duplicated. Customer does not feel like customer should be financially responsible for any repair dealing with this concern even out of warranty due to the fact that this has been an on going problem since the vehicle was in warranty and has not been resolved. Customer states not sure what else can be done to try and resolved this concern has had everything in this vehicle looked at and replaced to try and solve it and nothing seems to solve this concern. Customer provided email which is [REDACTED] yahoo.com
09/01/2012	Status update provided via email to the following email addresses: [REDACTED] yahoo.com Mr. [REDACTED] My name is Amber and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have in addition to information listed above: Chrysler Case Management telephone Number: 1-800-763-8422 My direct extension: 66378 My work hours: Monday Through Friday From 9:30AM To 6:00PM Mountain Standard Time. I have not been able to reach live contact with the Service Director Gary over at the Jack Powell Chrysler Jeep Dodge Dealership. I do apologize for this I did however just leave another voicemail requesting a call back on Tuesday 09/04/2012. I will try again on Tuesday morning so we can get these electrical vehicle concerns resolved. Have a good weekend and holiday! Case Manager Amber End of Status Update
09/01/2012	Agent left message for Service Director Gary requesting a call back with more information to see if assistance can be provided to the customer
09/04/2012	Agent spoke with the Service Manager Gary about the customer electrical vehicle concerns. Agent informed the SM Gary that the customer has contacted CAC reason being the customer is experiencing electrical issues again and this is a recurring concern. SM Gary states that time the vehicle was at the dealership was back in April the customer needs to call an make an appointment to have the vehicle diagnosed
09/04/2012	Agent left customer a message in regards to customer needing to make an appointment to have the vehicle diagnosed as per Service Manager Gary

Date	Comment
09/05/2012	Agent received a call from customer in regards to customer having some updated information to add to the case. Customer states took the vehicle into the dealership yesterday afternoon and were not at all impressed or even pleased with the dealerships attitude towards the customer. Customer alleges that the dealership informed the customer that this can not be an on going issue if the dealership has no record of the customer or the customer's vehicle or any history on the vehicle. Customer states that the dealership informed the customer had no history of the agent contacting the dealership as well. Customer alleges that the dealership was refusing to assist the customer with a rental vehicle for this recurring concern. Customer received a rental through the dealership with Enterprise and the customer alleges that even Enterprise had a history of the customer so how come the dealership is stating otherwise, Customer informed the Service Manager Gary who was the one the customer was discussing the vehicle concerns with at the time the vehicle was brought to the dealership and informed SM Gary that the last time the vehicle had to be towed to the dealership because the vehicle wouldn't start so there is record of the vehicle. Customer is requesting buyback and believes this vehicle is nothing but a lemon and this has been an on going issue since the vehicle had 8,000 miles on it and the vehicle is at about 53,000 as per customer alleges. Last time the customer was locked inside the vehicle was on Thursday the windows wouldn't go down, the doors would not unlock, the doors would not open, the lights kept flashing on the dash board the husband had to leave work to come pull the battery out to shut down the vehicle to get the customer out of the vehicle. Time before that was Tuesday of last week the customer was locked inside the vehicle. Customer states that when the vehicle locks and the customer is locked out of the vehicle the customer will put the key in the door turn it and nothing happens the key fob has already been replaced the battery has already been replaced the issue is still occurring. Customer alleges that the dealership is not really willing to assist unless the customer can duplicate the vehicle and bring it to the dealership when these concerns are occurring customer informed the dealership that the customer can not duplicate the vehicle concern it happens without warning and at random times. Customer would like the vehicle bought back and is requesting buyback. Agent informed the customer at this time this case will be turned over to a qualifying agent that will be in contact with the customer in 24- 48 hours after being
09/05/2012	furthered reviewed to determine a decision. Customer understood and would like the husband to be contacted at [REDACTED] will be available to reach contact reason being the customer's wife will be at work.
09/06/2012	***** QUALIFIER TEAM ***** CONTACT UPDATE - [REDACTED] This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired. The customer was also informed that a case manager will be assigned to them for further follow-up. RESEARCH RESULTS: Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have the needed repairs and now appears to be outside the terms of protection. Number of related repair attempts = 1. Number of days out of service = 16. Writer called customer to inform them of the above information. Customer is stating that he is scared to drive the vehicle and wants to know who will pay his funeral expenses if something happens. Writer informed customer that Dodge does want his vehicle repaired and if he does not feel the vehicle is safe to drive we will want to work with the dealership to seek resolution. Writer called dealership and informed SMMatt customer requested Lemon Law and the vehicle did not appear to meet the guidelines. Writer is fair to AD1032 for further handling.
09/07/2012	Agent spoke with customer about the unresolved electrical vehicle concerns. Customer states that the vehicle is at the dealership now today is the 3rd day it has been at the dealership and the customer has not received a call from the dealership with any updates. Agent informed customer that the dealership will be contacted about the customer's unresolved concern and see if a solution can be reached to resolve this concern
09/07/2012	##### DIRECT-TO-DEALER ##### ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR. The unresolved concern is Electrical Concern- Intermittent or Inoperative. Customer has requested BuyBack but did not qualify. Customer has requested that the dealership buyback the vehicle does not feel safe in a vehicle that locks the customer in at random times and the vehicle continues to be taken to the dealership to be resolved and hasn't been resolved. Customer feels that even if the dealership completes repairs the recurring electrical concern will continue and never be resolved customer does not trust the vehicle and would like the dealership to buy it back. Action requested: Needs the dealerships solution documented on this case and to inform the customer of the dealerships solution to the customer's unresolved concern Please update this CAIR with resolution. #####
09/07/2012	REASSIGNED TO BC/DLR 71 61339 09/07/12 19:43 [REDACTED]
09/10/2012	*Contact Date:09/10/2012 Warranty/repair has been documented on Repair Order# [REDACTED] CAIR RETURNED FROM DEALER ON '9/10/2012' AT 10:54:894 R [REDACTED]
09/12/2012	Agent spoke with customer who is extremely frustrated with the dealerships response to the recurring vehicle concern. Customer states that after the vehicle was returned from the dealership on Friday with no repairs completed dealership informed the customer that the vehicle concern could not be duplicated. Customer informs agent that both on Saturday and Sunday was locked out of the vehicle. Customer is frustrated and does not know what to do at this point feel that the dealership is not willing to solve this concern. Customer states that the vehicle was bought in Evansville IN not purchased in current state of residence
09/15/2012	Agent is still researching other dealership for a second opinion and needs to send a unresolved concern
09/17/2012	Agent received a call from customer who states that everyday this week the vehicle has locked the customer out of the vehicle. Customer is requesting that Dodge resolves this unresolved concern. Customer is requesting buy back however because this vehicle was not purchased in the state the customer resides in the vehicle does not qualify for buyback. Customer states that on Saturday the temperature was at a high of 114 degrees outside and the customer was at an outside event which is the special needs Olympics that had to be canceled due to the heat customer was not able to get the child in the vehicle for over 25 minutes and this caused an embarrassing disturbance for the customer. Customer states that 9/10 times when the key is put in the vehicle when the customer is locked out of the vehicle this one time the key managed to work but set the car alarm off and the customer was unable to turn off the car alarm and upset all the special needs families in the parking lot at the event. Customer states put the vehicle in reverse yesterday and the vehicle completely shut off. Customer is really upset and unhappy with this vehicle and would like someone to do something about it
09/19/2012	Agent dialed customer at [REDACTED] left message stating that case will close on 9/26 if appointment has not been made for diagnoses
09/20/2012	##### DIRECT-TO-DEALER ##### ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR. The unresolved concern is Electrical Concern- Intermittent or Inoperative Action requested: Re-open STAR case#12024344 regarding to this customer's concern Please update this CAIR with resolution. #####
09/20/2012	REASSIGNED TO BC/DLR 71 61339 09/20/12 16:24 [REDACTED]
09/21/2012	Agent spoke with the Area Manager Jason to fur review and discuss the customer's unresolved concern to try and reach a solution. AM Jason advises agent to send an email with all the information needed and will be in contact with the Service Manager Gary at the dealership to reach out to all available resources to try and resolve this concern
09/21/2012	Agent spoke with customer to inform the customer that the concern is being furthered reviewed at this time has contacted the necessary parties that need to be involved to reach out and find a solution customer states the dealership last time the customer attempted to get this concern resolved had the vehicle for 3 or 4 days and could still not find a solution. Customer is frustrated and is requesting buyback and is willing to drive the vehicle back to the selling dealership 44124 in Indiana. Agent gathered more information from customer to try and see if the vehicle's concerns happen in patterns. Customer states happens during the day and at night will happen multiple times a day in the sun or rain doesn't matter happens at random
09/21/2012	Agent is emailing the Area Manager Jason as per AM Jason advised agent to do
09/26/2012	Status update provided via email to the following email address: [REDACTED]@yahoo.com Hello, This is your case manager with Chrysler. I am contacting you regarding your case. I unfortunately didn't touch base with you today but will give you a call no later than Friday by the end of the business day. Thank you so much for your patience, and again for being a part of the Chrysler family End of Status Update
09/28/2012	Agent emailed the Area Manager Jason again to see if assistance with unresolved concern can be provided
10/02/2012	*Contact Date:10/02/2012 Complaint could not be duplicated and explanation has been provided to customer. Request was reviewed with DM CAIR RETURNED FROM DEALER ON '10/02/2012' AT 12:30:045 [REDACTED]
10/02/2012	Customer asked if they take the Vehicle back to Indiana where it was purchased would it be eligible to be considered for Lemon Law (Customer was transferred to California). CM spoke with Lemon Law 88 agent, was advised this vehicle would still not qualify for Lemon Law. Was advised to contact dealer and have them go through the unresolved issue process.
10/02/2012	Agent spoke with the Service Director Gary to get more information on the customer's unresolved concern. SD Gary states had the vehicle several days test drove the vehicle 80 miles could never get the vehicle to act up. SD Gary is not sure how the customer is getting locked in the vehicle because even when the vehicle was locked the SD Gary could pull the handle and the vehicle would open. SD Gary even had the Tech Advisor come out to look at the vehicle could not duplicate the concern. SD Gary states that if the customer could duplicate the vehicle the dealership would love to fix the vehicle
10/02/2012	Next Step: Call Area Manager Jason find out what the next steps would be
10/02/2012	Agent spoke with customer to inform the customer that more research needs to be done to try and resolve this concern. Customer informs agent that last night took vehicle to the Pharmacy and was locked out of the vehicle for 15 minutes. Customer informs agent that the customer's wife a couple days took the daughter to appointment and was locked out of the vehicle for 10 mins and it was 102 degrees outside
10/03/2012	Agent filled out a Service Contract form for Owner Care OC14N waiting on approval or decline
10/04/2012	Agent left message for the Area Manager Jason at [REDACTED] in regards to asking for advisement and recommendation on how to resolve this customer's unresolved concern that can not be duplicated
10/05/2012	8/5-AM(jrb62) spoke with [REDACTED] SMatt [REDACTED] stated he and the technician have driven the vehicle home and on multiple test-drives, but they have been unable to duplicate the electrical concerns. Please informed the customer her concerns have been documented, if need for future reference.
10/05/2012	8/5-AM(jrb62) left a voice mail with AD1032 stating the CAIR has been updated. AM also stated AD1032 can offer a SC, if she feels it's merited.
10/08/2012	OC14N has been added. SC reference # [REDACTED]
10/08/2012	Agent received voice mail from the Area Manager Jason who states on
10/08/2012	message spoke with the Service Director [REDACTED] customer vehicle has been returned to the customer dealership has reached out to all the available resources and is not able to duplicate this customer's concern at this time. Once the vehicle can be diagnosed then assistance with the required repairs can be further reviewed and considered. AM Jason has approved of agents offer of the SC OC14N to ensure the customer that Chrysler and the dealership are aware and concerned and are willing to keep an eye on the vehicle with follow up diagnosis when the customer brings vehicle in for required maintenance

Date	Comment
10/09/2012	Agent spoke with customer to inform the customer of the SC OC14N that was added to the customer's vehicle. Agent assured the customer that even though the vehicle concern can't be duplicated at this time Chrysler and the dealership don't want to give up on trying resolving this concern. Agent informed customer with this Service Contact offer it will allow the customer to continue to keep the vehicle maintained and will allow the dealership to be able to keep an eye on the concern. Agent informed the customer that without the vehicle concern being able to be duplicated no repairs can be completed at this time but if the vehicle continues to have this reoccurring electrical concern to keep agent's contact information and to contact agent as soon as the vehicle can be duplicated and agent with press forward with assistance on repairs. Agent informed the customer that at this time since the vehicle operates as designed and no repairs are necessary the case will now be closed
10/09/2012	CLOSED LOOP UPDATE - no need for additional follow-up.
11/15/2012	Inspected vehicle 11/14. Was able to duplicate the fob not locking or unlocking doors at times. Fob was not transmitting at the times it did not operate. Then was able to duplicate the locks not operating from inside door lock buttons. It seemed to occur after the alarm had set. I was able to see the button push in the door modules, and also in the TIPMas a bussed input from the DMFL and DMFR. It appeared the TIPM was not responding to the input. I could immediately actuate the locks from the tool when they were not responding to the FOB or buttons. At no time when the locks were not operating was I not able to open the front doors using the inside door handle. Also reading the customers extensive emails, the
11/15/2012	sequence of events did not make sense in some instances. When the locks were inoperative, I was able to unlock the driver door using the blade key in the door. The alarm did not go off until I OPENED the door. The alarm is triggered by the door ajar switch, not the lock. Also the customer reports the alarm continued to go off. The alarm shuts off after approximately two minutes. Also the customer reports when the locks are inoperative they are "locked inside or outside the car." I was never able to duplicate this concern, even though I duplicated the other lack of lock operation concerns. As for being "locked" inside the car, bylaw the door latches on the FRONT doors have a mechanical link to the inside handle. The inside handle of both front doors will operate regardless of vehicle being locked, or if the vehicle has battery power or not. SMasked customer for video of inside latches not operating if it occurs again after
11/15/2012	repairs. Replaced key FOB for intermittent operation of FOB, replacing TIPM for locks not operating from inside buttons. TIPM currently on BO, ordered special handling. Was not able to duplicate no start condition. Tested battery voltage drop, was within specifications at .3 volts on both + and - sides. SAG2

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/19/2012	CAIR Type	Regular	Status	Closed
Close Date	10/24/2012	Origin	Telephone	Reason	New Problem
Mileage	32,908 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	MEADVILLE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	09861	GRIFFIN MOTORS COMPANY		Dealer Phone	8143382161
Dealer Address	11031 PERRY HIGHWAY				
Dealer Zone	MEADVILLE	PA		16335 6576	USA
Subject	Md Atlantic	Sales District		Service District	I
Synopsis	Brake Pads/Shoes - Worn				
Customer Anomaly	Brakes Ineffective				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	04	Ineffective Brakes
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

	Create Date	Status
10/19/2012 01:30 AM	Open	
10/24/2012 04:24 PM	Closed	

Initial Description

0450111002-Corporate Outbound,Survey Follow-Up,CPS,Third Call Attempt,CPS - Third Call Attempt,CPS - Third Call Attempt
0450111000-Corporate Outbound,Survey Follow-Up,CPS,Default,Corporate Outbound - Survey Follow Up CPS
0123035612-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,F. Door-Pass,Right Front Door Hardware - Misaligned / Poor Fit,The passenger side door would not open.
0105023700-Product,Brakes,Pads/Shoes,Worn,Unknown,Brake Pads/Shoes - Worn,Brake Pads/Shoes - Worn

Case Comments

Date	Comment
10/19/2012	CPS Survey Record Received Date: 10/18/2012 Survey Number: Quality Survey ID Number: Survey Date: 10/12/2012 VIN Number: Mapping Class: Non-Legal/Non-Dealer Event Type: Year 3 Ownership CPS Score:3
10/22/2012	***** CASE MANAGER TEAM/ District Z ***** Customer's comments from the survey:"I've had trouble with the brakes. The one door would not open, and it spent two weeks in the dealership for them to fix it. The passenger side door would not open. Couldn't open it from the inside. You couldn't open it from the outside. It took them two weeks to figure out how to fix it."
10/22/2012	CONTACT UPDATE - 1st Contact attempt, phone number Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent's direct extension.
10/23/2012	2nd attempt made to contact customer. Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent's direct extension.
10/24/2012	3rd attempt made to contact customer. Let Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent's direct extension.
10/24/2012	CLOSED LOOP UPDATE- no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2013	Brand	DODGE
Body	JCDH49	Vehicle	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/15/2012	CAIR Type	Regular	Status	Closed
Close Date	12/15/2012	Origin	Email	Reason	New Problem
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	AVE			Source	Customer
Caller City	FRIENDSWOOD	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE	Dealer Phone	7137764900	
Dealer Address	10585 W SAM HOUSTON PKWY S				
	HOUSTON	TX	77099 2844	USA	
Dealer Zone	Southwest	Sales District		Service District	G
Subject	Door does not open from the inside.				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/15/2012 07:04 PM	Unworked
12/15/2012 07:30 PM	Open
12/15/2012 08:23 PM	Closed

Initial Description

0123035713-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,R. Door-Pass,Right Rear Door Hardware - Inoperative,Door does not open from the inside.

Case Comments

Date	Comment
12/15/2012	***** EMAIL BRIEF DESCRIPTION CONTENT ***** quality control ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
12/15/2012	Bought a Journey wednesday, check engine light came on at 47 miles, had it checked and returned the car to the dealership. Dealer replaced the car with an identical journey. Found today that the rear passenger door handle inside doesnt work. Dodge needs to take a serious look at it quality control procedures. *****END OF CUSTOMER EMAIL*****
12/15/2012	Dear [REDACTED], Thank you for contacting the Dodge Customer Assistance Center in regards to your 2013 Dodge Journey. We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review. Due to the concern with the rear passenger door handle, we recommend that you contact the Service Department of your local dealership to have the vehicle diagnosed. We apologize for the inconveniences you have experienced. Thanks again for your email. *****END OF CAC EMAIL RESPONSE*****

From: [REDACTED]@aol.com
To: customerassist@chrysler.com
Date: Sat Dec 15 15:03:52 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

quality control

Comments:

Bought a Journey wednesday, check engine light came on at 47 miles, had it checked and returned the car to the dealership. Dealer replaced the car with an identical journey. Found today that the rear passenger door handle inside doesnt work. Dodge needs to take a serious look at it quality control procedures.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED] aol.com
Date: Sat Dec 15 16:23:33 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2013 Dodge Journey.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.

Due to the concern with the rear passenger door handle, we recommend that you contact the Service Department of your local dealership to have the vehicle diagnosed.

We apologize for the inconveniences you have experienced.

Thanks again for your email.

Sincerely,

Annie

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

quality control

Comments:

Bought a Journey wednesday, check engine light came on at 47 miles, had it

checked and returned the car to the dealership. Dealer replaced the car

with an identical journey. Found today that the rear passenger door handle

inside doesnt work. Dodge needs to take a serious look at it quality control procedures.

VIN:

Mileage:

Servicing Dealer:

Title:

Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED] [REDACTED] [REDACTED]
Address 2:
City: Friendswood
State: TX
Zip: [REDACTED]
Email: [REDACTED]@aol.com
Work Phone: [REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/11/2013	CAIR Type	Regular	Status	Closed
Close Date	01/12/2013	Origin	Email	Reason	New Problem
Mileage	63,359 Miles	Market	U	Language	English
Contact Email		Contact Phone	9722173895	Contact Mobile	9722173895
Caller Address				Source	Customer
Caller City	DESOTO	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		Dealer Phone	3178726200
Dealer Address	4505 W96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	Sales District		Service District	9
Subject	Customer states problem with the back passenger side door				
Synopsis					
Customer Anomaly					
Contact Reason	C157	Launch Of New Vehicle Information	Customer Anomaly		
Reason Code	Sales - Information & Assistance requests - Marketing - Vehicle commercial info - Product launch				

Case Status History

Create Date	Status
01/11/2013 02:17 AM	Unworked
01/11/2013 03:02 AM	Open
01/12/2013 01:53 AM	Closed

Initial Description

042600000-Corporate,Product Information,Default,Default,Default,Request for Product Information,Customer states problem with the back passenger side door

Case Comments

Date	Comment
01/11/2013	***** EMAIL BRIEF DESCRIPTION CONTENT ***** dissatisfaction ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
01/11/2013	I have a dodge journey 10'. I have had it for a year and 2 months. I am not happy with it. a few months after getting the suv I had to take it to the dealer a few times one which is still a problem the back passenger side door does not open from the inside and there are no child proof locks, I have brought it in 3 times for the same thing and I a fed up with it, It is not a quick fix which takes up a lot of my time, I shouldnt have to go thru this.. Not happy at all. it would be a great vehicle if there wasnt so many issue which is due to poor quality. *****END OF CUSTOMER EMAIL*****
01/11/2013	Dear [REDACTED] Thank you for contacting the Dodge Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. I would be more than happy to further review your concern, however I do require the full 17-character Vehicle Identification Number (VIN) and the current mileage. Please reply to this email using the link below and I can further review your concern. Thanks again for your email. Sincerely, Kim Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****
01/12/2013	Vr [REDACTED] Mileage [REDACTED] REFERENCE NUMBER [REDACTED] EMAIL CASE NUMBER [REDACTED] *****END OF CUSTOMER EMAIL*****
01/12/2013	Dear [REDACTED] Thank you for contacting the Dodge Customer Assistance Center. We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thanks again for your email. Sincerely, Kim Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Jan 10 22:17:32 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

dissatisfaction

Comments:

I have a dodge journey 10'. I have had it for a year and 2 months.
I am
not happy with it. a few months after getting the suv I had to take
it to
the dealer a few times one which is still a problem the back
passenger side
door does not open from the inside and there are no child proof
locks, I
have brought it in 3 times for the same thing and I a fed up with it,
It is
not a quick fix which takes up a lot of my time, I shouldnt have to
go thru
this.. Not happy at all. it would be a great vehicle if there wasnt
so
many issue which is due to poor quality.

Sender Information:

Title: Ms.
First Name: [REDACTED]
Middle Initial:
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Jan 10 23:15:05 EST 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

I would be more than happy to further review your concern, however I do require the full 17-character Vehicle Identification Number (VIN) and the current mileage. Please reply to this email using the link below and I can further review your concern.

Thanks again for your email.

Sincerely,

Kim

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [REDACTED]

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

dissatisfaction

Comments:

I have a dodge journey 10'. I have had it for a year and 2 months. I am

not happy with it. a few months after getting the suv I had to take it to

the dealer a few times one which is still a problem the back passenger side

door does not open from the inside and there are no child proof locks, I

have brought it in 3 times for the same thing and I am fed up with it, It is

not a quick fix which takes up a lot of my time, I shouldn't have to go thru

this.. Not happy at all. it would be a great vehicle if there wasn't so

many issues which is due to poor quality.

VIN:

Mileage:

Servicing Dealer:

Title:

Ms.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

desoto

State:

TX

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jan 11 16:55:48 EST 2013
Subject: Reply to Chrysler Group LLC ([REDACTED])
Reply Comments:

Vin [REDACTED]
Mileage 63359

REFERENCE NUMBER:

[REDACTED]

EMAIL CASE NUMBER: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Jan 11 21:53:15 EST 2013
Subject: Re: Reply to Chrysler Group LLC [REDACTED]
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Kim

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [REDACTED]

Original Message Follows:

Comments:

Vin [REDACTED] Mileage 63359 REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2013	Brand	DODGE
Body	JCDH49	Vehicle	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	05/03/2013	CAIR Type	Regular	Status	Closed
Close Date	05/06/2013	Origin	Telephone	Reason	New Problem
Mileage	16 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	CHICAGO	Caller Country	USA	Caller Po tal Code	
Customer					
Customer Address					
Dealer	44520	SHERMAN DODGE CHRYSLER JEEP		Dealer Phone	8479829500
Dealer Address	7601 SKOKIE BLVD SKOKIE	IL		60077 3001	USA
Dealer Zone	Movest	Sales District		Service District	A
Subject	Customer states thought the vehicle would look better with factory rims				
Synopsis					
Customer Anomaly	Wheels / Tires Wheels				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	93	Vehicle wheel issue (rims)
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/03/2013 10:30 AM	Open
05/06/2013 04:34 PM	Closed

Initial Description

0450110101-Corporate Outbound,Survey Follow-Up,Continuous Quality Insight,Customer Contact Complete,Continuous Quality Insight - Customer Contact Complete,Continuous Quality Insight - Customer Contact Complete
0450110100-Corporate Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0122400000-Product,Wheels and Tires,Wheels,Other,Unknown,Wheels Inquiry,Customer states thought the vehicle would look better with factory rims

Case Comments

Date	Comment	CC
05/03/2013	COI Survey Record Received - DATE : 05/03/2013 Survey Number : Comments : ***** CASE MANAGEMENT - District P *****	COI
05/03/2013	CONTACT UPDATE - 1st Contact attempt, phone number dialed 2nd attempt made to contact customer. Customer noted in survey, "Just thought the vehicle would look better with factory rims." Customer also mentioned that when the vehicle has the head on, when making a turn, the heat shifts somewhat and turns cold. Customer also wanted to know why the rear door does not open from the inside and also the remote does not open up the hatchback. Writer recommended taking the vehicle back to the dealer, have a SM look at the problems, drive it around corners with customer to duplicate issue. Customer stated she would do that. Writer stated to customer will close this survey case and thanked customer for loyalty. CLOSED LOOP UPDATE - no need for additional follow-up.	
05/06/2013		

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	009	Brand	DODGE
Body	JCEP49	Vehicle	DODGE JOURNEY SXT AWD HATCHBACK		
Customer Provided VIN		Line of Business	AC	Customer Assistance Center	
Batch Case Information					
Open Date	05/04/2013	CAIR Type	Regular	Status	Closed
Close Date	05/04/2013	Origin	Telephone	Reason	New Problem
Mileage	104,786 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	CONVOY	Caller Country	U A	Caller Post / Code	
Customer					
Customer Address					
Dealer	43284	GREVE CHR-Y-JEEP-DODGE OF VAN WERT			Dealer Phone
Dealer Address	756 W ERVIN				4192383944
	VAN WERT		OH		45891 2202 USA
Dealer Zone	Great Lakes	Sales District		Service District	P
Subject	customer states her rear door handle has broke				
Synopsis					
Customer Anomaly	Interior Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

05/04/2013 12:22 AM	Create Date	Status
05/04/2013 12:26 AM		Open
		Closed

Initial Description

012310100-Product,Body/Trim / Paint Finish Interior OrnamentationMirrors,Broken, Cracked,Unknown,Interior Ornamentation /Mirrors - Broken, Cracked,customer states her rear door handle has broke

Case Comments

Date	Comment
05/04/2013	Briefly summarize why the customer is contacting Chrysler; customer states that she had problems before with her door handle breaking. Customer states that the dealership told her before that something is braking inside the door causing the handle not to work. Customer states that today her family was coming home from dinner and the rear driver side door would not open for her son to get out. Customer states this is unsafe and would like something done. Briefly summarize what the customer is expecting: Customer is expecting assistance with her door handle. Agent advised customer to have vehicle diagnosed. Agent provided caller with the CAIR number.
05/09/2013	Briefly summarize why the customer is contacting Chrysler: Customer is requesting reimbursement as both drivers side inner door handles have been repaired in the past year. states that the first repair was 8/27/12 for the front driver's side door. Customer states that she brought the vehicle back 9/14/12 as there was a piece found within the same door. Customer was not charged for the repair. Customer states that the rear driver's side door handle was repaired 5/07/13. Customer states that they have been replaced in the past one time each. Customer states that they purchased the vehicle in Jan. 2010 with about 20 000 miles as a CPOV. Dealer Code: Service Advisor Aaron confirms repairs and states that the vehicle has 105 002 miles on it. Briefly summarize what the customer is expecting: ***** GOODWILL ASSISTANCE HAS BEEN DECLINED ***** Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged. *****

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/05/2013	CAIR Type	Regular	Status	Closed
Close Date	09/05/2013	Origin	T lephone	Reason	New Problem
Mileage	47,488 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact M ile	
Caller Address				Source	Customer
Caller City	CLAREMONT	Caller Country	U A	Caller Postal Code	
Customer	MANUEL ORTEGA				
Customer Address					
Dealer	X7818	AMS BUDGET CAR RENTAL-Maul HI	Dealer Phone	8088772417	
Dealer Address	6 SYLVAN WAY				
Dealer Zone	PARSIPPANY	J	07054 3826	USA	
		Sales District	Service District		
Subject	states electrical components fail intermittently				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/05/2013 08:55 PM	Open
09/05/2013 09:06 PM	Closed

Initial Description

0415000000-Corporate Recall,Default,Default,Recall,seeks recall information
0108005700-Product,Electrical,Unknown,Intermittent or Inoperative,Default,Electrical - Intermittent or Inoperative,states electrical components fail intermittently

Case Comments

Date	Comment
09/05/2013	Briefly summarize why the customer is contacting Chrysler: Customer seeks recall information. Briefly summarize what the customer is expecting: Customer states that she is having intermittent electrical issues with her radio, AC, and windows. Customer states there are times that she is even locked inside the vehicle. Customer seeks recall information. Agent advised the customer does not have any open or closed recalls relating to her issue. Agent asked if customer has been to her local dealership. Customer states not yet due to diagnosis fee. Agent advised customer we cannot wave a diagnosis fee, but advised her that it would be in her best interest to bring the vehicle to a dealership.

New Customer Assistance Inquiry Record (CAIR)#

VIN

Model Year

2009

Brand

DODGE

Body

JCDP49

Vehicle

DODGE JOURNEY/SXT HATCHBACK

Customer Provided VIN

Line of Business

CAC

Customer Assistance Center

Batch Case Information

Open Date

09/24/2013

CAIR Type

Regular

Status

Closed

Close Date

09/26/2013

Origin

Email

Reason

New Problem

Mileage

75,955 Miles

Market

U

Language

English

Contact Email

Contact Phone

Contact Mobile

Caller Address

Source

Customer

Caller City

MCLEANSBORO

Caller Country

USA

Caller Pos al Code

Customer

Customer Address

Dealer

66739

JIM HAYES INC

Dealer Phone

6182528611

Dealer Address

2130 US HIGHWAY 45 N.
HARRISBURG

IL

USA

Dealer Zone

MoWest

Sales District

Service District

K

Subject

states her door locks stopped working

Synopsis

Customer Anomaly

Moving Parts
Door

Contact Reason

C105

Technical Issue With Vehicle

Customer Anomaly

3

Vehicle door issues

Reason Code

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

Case Status History

0300000000-Referral,Other,Default,Default,Other Referral,referred to dealer

0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,states her door locks stopped working

Case Comments

Date

09/24/2013

Create Date

Status

Unworked
Open
Closed

Initial Description

Comment

***** EVAIL BRIEF DESCRIPTION CONTENT ***** The door locks are not working...again. ***** END EVAIL BRIEF DESCRIPTION CONTENT *****

The door locks are not working. This has happened several times since we purchased this vehicle new. We have had it worked on at Jim Hayes of Harrisburg, Il and Lemonds Chrysler in Fairfield, Il. We have had an issue with every door including the back hatch. It does not matter if you are using the button on the key or the button on the doors. When this happens, the door can not be unlocked or opened from inside or outside. This last time it happened while I was grocery shopping and I could not get my groceries in the car for several minutes. We could not unlock the back door to get the kids out of the carseats after we finally got home. They had to be unbuckled from the driver's seat and pulled out the front. This is extremely frustrating, especially since my family is a die-hard Dodge family. My husband drives a 2010 Dodge Ram, my father drives a 2010 Dodge Ram, my mom drives a 2013 Dodge Durango, as does my sister-in-law, and my brother drives a 2013 Dodge Ram truck. As I said, the Dodge brand is very important in our family, but with the constant issue with the door locks it is difficult not to question the brand. The doors not opening is not only a hassle, but could be a safety issue if there was an accident and my family could not get out. *****END OF CUSTOMER EMAIL *****

Dear [REDACTED], Thank you for contacting the Dodge Customer Assistance Center. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center. Thanks again for your email. Sincerely, Crystal Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****

From: [REDACTED]@hotmail.com
To: customerassist@chrysler.com
Date: Tue Sep 24 19:04:43 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

The door locks are not working...again.

Comments:

The door locks are not working. This has happened several times since we purchased this vehicle new. We have had it worked on at Jim Hayes of Harrisburg, IL and Lemonds Chrysler in Fairfield, IL. We have had an issue with every door including the back hatch. It does not matter if you are using the button on the key or the button on the doors. When this happens, the door can not be unlocked or opened from inside or outside. This last time it happened while I was grocery shopping and I could not get my groceries in the car for several minutes. We could not unlock the back door to get the kids out of the carseats after we finally got home. They had to be unbuttoned from the driver's seat and pulled out the front. This is extremely frustrating, especially since my family is a die-hard Dodge family. My husband drives a 2010 Dodge Ram, my father drives a 2010 Dodge Ram, my mom drives a 2013 Dodge Durango, as does my sister-in-law, and my brother drives a 2013 Dodge Ram truck. As I said, the Dodge brand is very important in our family, but with the constant issue with the door locks it is difficult not to question the brand. The doors not opening is not only a hassle, but could be a safety issue if there was an accident and my family could not get out.

Sender Information:

Title: Mrs.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]@hotmail.com
Date: Thu Sep 26 14:52:04 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

The door locks are not working...again.

Comments:

The door locks are not working. This has happened several times since we purchased this vehicle new. We have had it worked on at Jim Hayes of Harrisburg, IL and Lemonds Chrysler in Fairfield, IL. We have had an issue with every door including the back hatch. It does not matter if you are using the button on the key or the button on the doors. When this happens, the door can not be unlocked or opened from inside or outside. This last time it happened while I was grocery shopping and I could not get my groceries in the car for several minutes. We could not unlock the back door to get the kids out of the carseats after we finally got home. They had to

be unbuttoned from the driver's seat and pulled out the front. This is extremely frustrating, especially since my family is a die-hard Dodge family. My husband drives a 2010 Dodge Ram, my father drives a 2010 Dodge Ram, my mom drives a 2013 Dodge Durango, as does my sister-in-law, and my brother drives a 2013 Dodge Ram truck. As I said, the Dodge brand is very important in our family, but with the constant issue with the door locks it is difficult not to question the brand. The doors not opening is not only a hassle, but could be a safety issue if there was an accident and my family could not get out.

VIN:

[REDACTED]

Mileage:

75955

Servicing Dealer:

Hayes/Lemons

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

[REDACTED]

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]@hotmail.com

Home Phone:

[REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	02/07/2014	CAIR Type	Regular	Status	Closed
Close Date	03/25/2014	Origin	Telephone	Reason	New Problem
Mileage	40,200 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address	10510 WIRONCKE AVE			Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	

Customer					
Customer Address					

Dealer	45604	LARRY H. MILLER DODGE RAM AVONDALE	Dealer Phone	6239250011
Dealer Address	10101 W. PAPAGO FREEWAY AVONDALE	AZ	85323 5306	USA
Dealer Zone	West	Sales District		M

Subject	Driver's door will not open from inside or out.
Synopsis	
Customer Anomaly	Moving Parts Door

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code		After Sales - Complaint - Product - Vehicle concern - Additional details			

Case Status History

Date	Create Date	Status
02/07/2014 12:07 AM		Open
02/07/2014 12:17 AM		Closed
03/15/2014 09:42 PM		Reopen
03/25/2014 01:16 AM		Closed

Initial Description

0464000000-Corporate Survey By Pass Default Default Survey By Pass As per dcp15
0459000000-Corporate Reimbursement Default Default Corporate - Reimbursement
0424000000-Corporate Warranty Coverage Default Default Request for Warranty Coverage Information Customer checking for warranty coverage
0108250200-Product Electrical Power Door Lock / Deck Lid Defective Unknown Power Door Lock / Deck Lid - Defective Driver's door will not open from inside or out.

Case Comments

Date	Comment
02/07/2014	Briefly summarize why the customer is contacting Chrysler: Customer states that he is having a technical issue with his driver's side door not opening. Customer would like to check for warranty coverage. Briefly summarize what the customer is expecting: Customer is expecting warranty information. Agent advised customer that we would have to have the vehicle diagnosed and be able to know what component needs to be replaced, but it is most likely covered under his basic warranty that expired at 36,000 miles. Customer requested to be provided with an open case in regards to this issue. Agent advised customer that we require the vehicle has been diagnosed before any assistance is provided and the case to remain open. Customer understood.
03/15/2014	* Briefly summarize why the customer is contacting Chrysler: Customer states he has already had repairs completed. Agent contacted SA Robt Carter at d LARRY H MILLER DODGE RAM AVONDALE who advised customer unable to open front passenger door. SA stated concern diagnosed as failed door latch assembly. SA stated to be broken to access latch assembly. Agent advised SA due to time and mileage, repairs could have been provided to customer through warranty bulleting D-12-27. SA states customer paid for repairs. Briefly summarize what the customer is expecting: Customer seeking reimbursement for completed repairs. Agent provided customer with tax number to send documentation required for reimbursement consideration. Agent advised customer file would be reassigned to CM for reimbursement processing. Who has possession of the vehicle? owner Has an authorized dealer diagnosed the vehicle? yes If a CUR dealer has diagnosed, what is the dealer name and code? 45604 - LARRY H MILLER DODGE RAM AVONDALE Customer advised a call back will take place within one business day. Preferred call back number is Customer email address for case updates: gmail.com Reassigned to: 88F
03/17/2014	***** CASE MANAGER TEAM - District O *****
03/17/2014	Ownership: second owner Owned: 1 Currently owns: 1 Service Contract: no Out of warranty: by 9 months and 5,512 miles.
03/17/2014	Writer contacted SMDarren. SM states that customer is not loyal to dealership. Has only one previous repair (alignment with coupon) and a warranty concern.
03/17/2014	Addition to lines 42-44: SM states that the total cost to repair door lock and interior panel was \$1185.00.
03/17/2014	CONTACT UPDATE - 1st Contact attempt, phone number dialed, 6024819364, left message.
03/17/2014	Writer received call from customer Mr. who informed customer that due to time and mileage on vehicle that cost assistance will be declined at this time. Customer informed writer that 86 agent BS890 promised customer that repair will be reimbursed. Customer informed writer that SA informed customer that he's seen three other similar vehicles experience the same problem and Chrysler should cover it because it's a safety concern. Writer informed customer that case will be reviewed by management and customer will receive another call back after review.
03/21/2014	Mr. called to speak with or anyone who can provide a status update. Customer alleges that he was initially offered a reimbursement. Writer spoke with who advised that the CAIR has been reassigned to the original CMDCP15 (in zone 86) for further review and handling. Writer therefore referred customer to our Dodge Customer Assistance Center (CAC) 1-800-423-6343 for further assistance. Writer provided the phone number and CAIR number to customer, then transferred the call to Dodge CAC. Customer states he has been awaiting instructions or a "go-ahead" to fax payment documents in to a CM for review, but doesn't want to go through the trouble if we are not considering reimbursement, or send it to our office if the CAIR is now being handled by a different office. Writer encouraged customer to ask the current CM about this.
03/21/2014	Briefly summarize why the customer is contacting Chrysler: Customer calling for updates on case. Customer states that they have not heard anything back after being advised that they would get reimbursed. Agent advised their concerns have been escalated as far as they can go and their case is being reviewed for a second time. Customer understood. Customer states that this was a safety concern and they understand they are out of warranty however they feel they should not have been responsible for this repair as the passenger door would not open and they were not going to put their wife and kids in the vehicle. Agent advised they will document the file accordingly and once a decision has been made they will be notified. Customer thanked the agent and disconnected the call. Briefly summarize what the customer is expecting: Customer calling for updates on reimbursement.
03/21/2014	dcp15 review: Based on review of call handled by BS890, please process reimbursement for customer dcp15
03/21/2014	dcp15 review: Request that customer provide invoice and proof of payment dcp15
03/21/2014	***** Below Customer Contacted for Documentation Request ***** gmail.com on 2014-03-21 @ 18:37
03/21/2014	Called customer to advise to send in the invoice and proof of payment. Total cost for the repair was \$1244.59.
03/24/2014	***** Customer Document Received *****
03/24/2014	Customer address has been verified on file. Reassigned to JK671 to process check for \$1244.59.
03/24/2014	Customer has submitted request for goodwill, for repair to Door repair, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Customer's proof of payment is: Mastercard slip 015368 Date of Repair: March 05, 2014 Invoice #: 34868 In-Service Date: 06/17/2010 Original Owner: no Mileage: 41515 Loyalty: no Multiple Repairs: no Authorized Chrysler Dealership: yes Dealer Option: as per dcp15 Service Contract/Warranty: no Out-of-Pocket: yes Labor \$ 404.95 Parts \$ 733.25 Misc. \$ 38.47 Tax \$ 67.92 Co-Pay \$ 0.00 Writer is submitting check for approval in the amount of \$ 1244.59
03/24/2014	Customer Document Reviewed.

Date	Comment
03/24/2014	address matches
03/24/2014	***** Check submitted *****

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: [REDACTED]

Files Not Recieved: 0

LHM DDDG RPT AVONDA
18181 WEST PAPAGO FREEWAY
AVONDALE, AZ 85323
623 925 0811

Merchant ID: 8623461362
Term ID: [REDACTED]

Sale

XXXXXXXXXX [REDACTED]

MASTERCARD

Entry Method: Swiped

Total: \$ 1,244.59

03/15/14

15:07:27

Inv # [REDACTED]

Appr Code: [REDACTED]

Apprvd: Online

Customer Copy

THANK YOU!

CUSTOMER # [REDACTED]



Dodge Ram AVONDALE

INVOICE

10101 W. Papago Freeway · Avondale, AZ 85323
Service Direct (623) 298-1237 · Fax (623) 925-0215
Main (623) 925-0011
LarryHMillerDodgeRamAvondale.com

DUPLICATE 2
PAGE 2

AVONDALE, AZ

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 426 ROBERT CARTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	DODGE JOURNEY	[REDACTED]		41515/41515	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS			17:00 05MAR14			CASH	15MAR14
R.O. OPENED		READY	OPTIONS: ENG:EGF				
08:06 05MAR14		14:05 15MAR14					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Thank you for your business!
It is important to us that you are completely satisfied with our work and how you were treated. Please take the time to return the Chrysler survey. Please let us know if there is any reason you could not give us a completely satisfied rating.

BRAD - CHRYSLER

CASE REF# [REDACTED]

APPLYING FOR REIMBURSEMENT FOR
OUT OF WARRANTY REPAIRS.

RIGHT FRONT DOOR DOOR ASSEMBLY JAMMED.
DOOR PANEL NEEDED TO BE BROKEN OFF TO
ACCESS DOOR LATCH ASSEMBLY.

FAX # [REDACTED]

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer, LARRY H. MILLER DODGE RAM AVONDALE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Dodge Ram Avondale, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

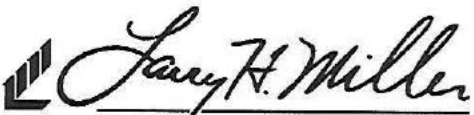
SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	404.95
PARTS AMOUNT	733.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	38.47
TOTAL CHARGES	1176.67
LESS INSURANCE	0.00
SALES TAX	67.92
PLEASE PAY THIS AMOUNT	1244.59

CUSTOMER #: [REDACTED]



Dodge Ram AVONDALE

INVOICE

10101 W. Papago Freeway • Avondale, AZ 85323
Service Direct (623) 298-1237 • Fax (623) 925-0215
Main (623) 925-0011
LarryHMillerDodgeRamAvondale.com

DUPLICATE 2
PAGE 1

AVONDALE, AZ

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 426 ROBERT CARTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	DODGE JOURNEY	[REDACTED]		41515/41515	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS			17:00 05MAR14			CASH	15MAR14
R.O. OPENED		READY	OPTIONS: ENG:EGF				
08:06 05MAR14		14:05 15MAR14					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S RIGHT FRONT DOOR WONT OPEN
CAUSE: LATCH BINDING
900 Body & Accessories
222 CP
1 4589694AD LATCH-FRONT DOOR 130.90 345.00 345.00
1 1BG902DVAD PANEL-FRONT DOOR TRIM 644.00 580.00 580.00
1 68043790AB LINK-LOCK 22.35 22.35 22.35
PARTS: 733.25 LABOR: 345.00 OTHER: 0.00 TOTAL LINE A: 1078.25
41515 RIGHT FRONT DOOR LATCH STUCK CLOSED. WILL NOT ALLOW DOOR TO
OPEN. BROKEN INTO DOOR AND BROKE LATCH OPEN REPLACED LATCH AND DOOR
PANEL. WORKING TO SPECS

B Rotate & Balance Tires
9A Rotate & Balance Tires
455 CP 59.95 59.95
PARTS: 0.00 LABOR: 59.95 OTHER: 0.00 TOTAL LINE B: 59.95
41515 ROTATE AND BALANCE COMPLETE

C Multi Point Inspection
15 Multi Point Inspection
455 CP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
41515 INSPECTION COMPLETE

EST: 230.00 05MAR14 08:06 SA: 426

EST: 289.95 05MAR14 08:06 SA: 426
CONTACT: [REDACTED]

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 38.47

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer, LARRY H. MILLER DODGE RAM AVONDALE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Dodge Ram Avondale, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM. SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc. A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc. CUSTOMER SIGNATURE	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2009	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY/SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/17/2014	CAIR Type	Regular	Status	Closed
Close Date	06/17/2014	Origin	Telephone	Reason	New Problem
Mileage	108,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	DUNN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	49868	FOREST LAKE CPD/WALDEN FLEET		Dealer Phone	6514644212
Dealer Address	321 19TH ST SW FOREST LAKE		MN	55025 1352	USA
Dealer Zone		Sales District		Service District	9
Subject	Lock Malfunctioning				
Synopsis					
Customer Anomaly	Moving Parts Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	3	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date		Status
06/17/2014 08:12 PM		Open
06/17/2014 08:17 PM		Closed

Initial Description

0415000000-Corporate Recall,Default,Default,Recall,Recall Information
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock/ Deck Lid - Defective,Lock Malfunctioning

Case Comments

Date	Comment
06/17/2014	Briefly summarize why the customer is contacting Chrysler: Customer calling because he says the locks on the vehicle are not functioning properly. Customer says when he gets in the vehicle and looks the doors he cannot get out. Customer said he heard this is an manufacturing defect via internet. Briefly summarize what the customer is expecting: Cost assistance. Agent advised customer there are no remaining warranties left on the vehicle. Agent advised there are no incomplete recalls.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2009	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/17/2014	CAIR Type	Regular	Status	Closed
Close Date	08/08/2014	Origin	Telephone	Reason	New Problem
Mileage	87,575 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	FARMINGTON	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	66262	SUBURBAN CHRYSLER DODGE JEEP RAMO		Dealer Phone	2484767900
Dealer Address	38123 WEST TEN MILE ROAD				
	FARMINGTON HILLS		M	48335 2803	USA
Dealer Zone	Great Lakes	Sales District		Service District	9
Subject	customer states was trapped in locked car				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/17/2014 10:27 PM	Open
07/17/2014 10:30 PM	Closed
07/17/2014 11:08 PM	Reopen
08/08/2014 05:52 PM	Closed

Initial Description

046700000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Customer seeks cost assistance to repairs done.

045700000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,customer speaking to executive branch

0108270210-Product,Electrical,Power Windows,Defective,F. Door-Driver,Defective Left Front Power Window Inquiry,driver and passenger wont roll down.

0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,doesn't unlock

0108500000-Product,Electrical,Lamps and Switches,Other,Default,Lamps and Switches - Inquiry,customer stated back lights pop out.

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,customer states was trapped in locked car

Case Comments

Date	Comment
07/17/2014	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Customer states that spoke to executive office for dodge journey regarding electrical issues. Customer was told she is to call back to executive office when she has her receipts, for reimbursement. Agent has no record of conversations at the level and advised customer to retrace her steps to recover correct contact information. Briefly summarize what the customer is expecting:executive contact
07/17/2014	Customer called back but call dropped.
07/17/2014	Briefly summarize why the customer is contacting Chrysler:She states that she had talked to someone at Chrysler today and was told to take her vehicle in for a diagnosis then to call back.She states that her vehicle stalled again for 2 straight days then her daughter had surgery for 2 days so she couldn't take her vehicle in right away but states when she took it in for a diagnosis and they gave her an estimate about the repairs that needs to be done.She states they are charging her for the locks but states they were locked inside the vehicle and states it happens a lot and that the emergency unlock doesn't work either and that they want to charge her around \$400 to fix the locks. She states they told her that the dealership told her that they need authorization from Chrysler before they can go ahead and do the repairs. Briefly summarize what the customer is expecting:To advise Chrysler that she has taken her vehicle to the dealership for a diagnosis and that she has a quote for the repairs and is seeking cost assistance for these repairs. Called dealership [66262] to confirm details of diagnosis. Asked for [Service Manager name]. Spoke with [SM, John]. What is the diagnosis?Assistant Manager, John states the customer is under the impression that Chrysler is going to pay for the repairs.He states the left door module failed causing the power door locks and power windows not to work,customer pay with tax will be \$358.52,they have a driver's door switch broken in the down position and they were able to unfreeze the door module,the right door switch was stuck in the down position causing the passenger window to go down so they freed the switch.He states it will also be \$87.86 for the brake pads and rotors as the front brakes are metal to metal and they recommended a brake flush,they have a stalling concern that is an intermittent issue,they had it at Southfield to get it fixed but they were not able to verify this,they found no fault codes in the system but they did notice there was a software update for the TPM to take care of the stalling concern that will cost \$107.80 but there are no guarantees that will fix the stalling concern but states that Chrysler has and update for that and they also found a bulb needs replaced and oil change. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Afternoon call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Customer email address for case updates: XXXXX@XXXXX.com(N/A) Who has possession of the vehicle? (Dealer) Has the vehicle been diagnosed by a CDJ dealer? (Yes) If a CDJ dealer has diagnosed, what is the dealer name or code?66262 Reassigned to 88F
07/18/2014	***** CASE MANAGER TEAM- District V***** OOW: 2 Years, 2,000 Miles MP: Active PPW680N, Active LOF24EP Household: 0 New 2 Used
07/18/2014	Agent attempted to contact dealer Service Adviser (SA), however, SMnot available. Left message for a return call at extension [redacted]. The reason for the dealer contact was to provide or request the following information: Call to see if vehicle is done with repairs.
07/18/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66228, The reason for the customer contact was to provide or request the following information Agent attempted to contact customer to get customers expectations. writer will follow up with customer Monday 7/21.
07/18/2014	Caller [redacted] requesting to speak with Case Manager
07/18/2014	transferred to VM62 voice mail Secondary phone: Customer declined to provide
07/18/2014	CUSTOMER CONTACT: Customer contacted Chrysler to speak with her CM. Customer was replying back to CMs message earlier. Customer would like her CM to give her a callback at his earliest convenience.
07/18/2014	DEALER CONTACT: Writer spoke with SMJohn. SMstated the K07 recall is not related to customers concern, that will not cover for repairs needed to repair vehicle. SM stated the customer is not loyal to dealership, this is her first time to her dealer, SMstated for no loyalty they cannot assist in goodwill and with the vehicle being out of warranty by time and mileage, Writer asked since the brakes were grinding metal to metal then would this be a subject of abuse or neglect, SMstated there may be a possibility there is as due to customer's daughter has seizures and may have been customer caused. Writer advised SMthat CMwill make a decision on wheter or not to assist customer and will follow up with SMif he does decide to assist with repairs. Writer thanked SMfor his help.
07/18/2014	Writer contacted [redacted] Customer expectations are helping with cost assistance. Customer informed writer that problem has happened more than once. Customer stated she is also having trouble with back light popping out and windows not rolling down. Writer informed customer he will be following up with the dealership.
07/18/2014	Writer contacted SMJohn in concerns on if they would accept any RA. SMinformed writer that he is going to speak to SMSean and get back to writer as soon as possible. Writer will follow up with customer.
07/18/2014	Writer contacted [redacted] Writer informed customer that we are still working with the dealership on gathering information. Customer informed that she is willing to pay for the brakes however customer is still requesting assistance with remaining repairs. Writer informed customer he will follow up with customer Monday 7/21 to give information.

Date	Comment
07/18/2014	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative Service Manager (SM) John contacted writer to inform writer that they will not accept an RA SM suggested we reimburse customer.
07/21/2014	Customer contacted writer left voicemail stating that she is going to need further assistance with repairs. Customer stated her daughter need surgery and can't afford cost for repairs. Customer advised writer to contacted customer back at [REDACTED]
07/21/2014	Writer contacted customer. Writer informed customer that CAC will not be able to assist customer with payment for repairs. Writer did inform customer that CAC is willing to reimburse \$200 if customer does get repairs done at dealership including brakes. Customer was less than satisfied with offer and call was disconnected. Writer will follow up Tuesday July 22 on decision on if customer will get repairs done.
07/21/2014	Customer contacted writer regarding writers offer. Customer requested to speak to a supervisor regarding writers offer. Writer transfer caller to IL502.
07/21/2014	****Supervisor call**** Writer contacted the customer and explained that the offer is going to be for the door modules and the software update only. Writer explained that the software update is not a guarantee to resolving her stalling concern. Writer explained that based on the information we can assist by reimbursing her \$233.16 for %50 of the cost of the repairs to the doors/windows and the software update. Writer explained that the brakes will be her responsibility. The customer accepted the offer. Writer advised that we will follow up with her no later than 7-23-14
07/23/2014	Writer contacted dealership spoke with Service Manager John. SM informed writer that repairs are completed. SM stated that customer will pay Friday and will receive vehicle Friday as well.
07/23/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66228. The reason for the customer contact was to provide or request the following information: Update customer that repairs are completed. Writer will follow up on Monday 7/28/14 to see how repairs are.
07/28/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66228. The reason for the customer contact was to provide or request the following information: Writer will follow up on Wednesday 7/30/14 to see how repairs are.
07/30/2014	Writer contacted customer in regards of her vehicle being repaired. Customer informed writer that repairs are complete. Writer informed customer that she will need to send the documentation for writer to be able to reimburse customer. Writer informed customer of FAX number [REDACTED]. Writer will follow up Friday 8/1/14 to see if documents came in.
08/01/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66228. The reason for the customer contact was to provide or request the following information: Writer contacting Customer to inquire on faxed docs.
08/01/2014	Follow up 08/05/2014.
08/02/2014	***** Below Customer Contacted for Documentation Request ***** as 1371@chrysler.com on 2014-08-02 @ 14:02
08/02/2014	***** Customer Document Received *****
08/04/2014	Customer is calling in today to see if we received the documentation that she faxed to us yet. Agent advised customer that we did receive it and the CM has not yet reviewed it. Agent advised customer that she will be contacted after it gets reviewed.
08/05/2014	Customer Document Reviewed.
08/05/2014	Agent attempted to contact customer, however, customer was not available.
08/05/2014	Left message for a return call at extension 66228. The reason for the customer contact was to provide or request the following information: Reimbursing customer \$233.16.
08/05/2014	Writer will follow up 8/8/14
08/06/2014	What has the customer requested? Reimbursement for repairs. If this is a Recall or Extended Warranty, enter the campaign number. Na If this is for a previously made goodwill decision, what is that CAIR #? Na Enter the Mileage at the time of the repair. 87580 Enter the Date when the repairs were completed. 07/17/14 What is the total cost of the Parts to be reimbursed? \$407.09 What is the total cost of the Labor to be reimbursed? na What is the total tax to be reimbursed? na What is the total amount being reimbursed? \$233.16
08/06/2014	writer verified address and name.
08/08/2014	What has the customer requested? If this is a Recall or Extended Warranty, enter the campaign number. If this is for a previously made goodwill decision, what is that CAIR #? Enter the Mileage at the time of the repair. 87,580 Enter the Date when the repairs were completed. 07/17/14 What is the total cost of the Parts to be reimbursed? \$233.16 What is the total cost of the Labor to be reimbursed? na What is the total tax to be reimbursed? na What is the total amount being reimbursed? \$233.16
08/08/2014	Writer contacted dealership to verify payment by customer. Service Manager Curt informed writer that repair was paid in full.
08/08/2014	Ok to complete check process

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: [REDACTED]

Files Not Recieved: 0



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Fax
Phone

Fax

To: WV-62

Recipient's Fax #:

From:

Date:

of pages including cover: /

Comments:

P.T.E. NO.

P.O.

DATE

07/17/14

BUSINESS PHONE

D & CHECKED BY

MILEAGE OUT

MO:

TOTAL - MI

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$314.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$341.45 (+TAX) ON 07/17/14 AT 01:01pm

BY MRS. SINGLETON COMMENTS CUSTOMER ADDED LOF IN PERSON/ COUPON \$24.95

APPROVED REVISED ESTIMATE (# 2) OF \$1031.54 (+TAX) ON 07/22/14 AT 08:03am

BY MRS. SINGLETON COMMENTS SS: 9170

COMMENTS

CUSTOMER AWARE THAT SHE IS RESPONSIBLE FOR DIAG

WILD CARD SAVINGS COUPON

TECHNICIAN CERTIFICATION

4690

MIKE RODLER

M161192

TOTALS

NOW OPEN FOR SERVICE ON SATURDAYS FROM 8:00 AM UNTIL 1:00 PM

CALL FOR AN APPOINTMENT

TOTAL LABOR....	581.04
TOTAL PARTS....	407.09
TOTAL SUBLET....	0.00
TOTAL G.O.G....	30.95
TOTAL MISC CHG....	31.00
TOTAL MISC DISC....	-144.56
TOTAL TAX.....	28.08

TOTAL INVOICE \$ 933.60

THANK YOU FOR YOUR BUSINESS!!

ORIGINAL ESTIMATE

HAS BEEN REVISED

CUSTOMER SIGNATURE

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this

PAID

PAGE 3 OF 3

CUSTOMER COPY

[END OF INVOICE] 08:11am

SERVICE INVOICE

SF661720 Q (06/14)

MARGARET SINGLETON

MARGARET SINGLETON

ONLY \$23.95*

Please call us your
NEXT oil change.

**SUBURBAN CHRYSLER
JEEP DODGE**

248-476-7900

*Some models may vary

Suburban Chrysler Jeep Dodge

R.O. Invoice No.
JEC5314032

5034

Coupon Expires October 31, 2014

M25

691-4 7777/7777 910-1

4129-17/1-8127

4129-17/1-8127 4129-17/1-8127

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2010	Brand	DODGE
Body	JCDP49	Vehicle	DODGE JOURNEY SXT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/10/2014	CAIR Type	Regular	Status	Closed
Close Date	10/10/2014	Origin	Telephone	Reason	New Problem
Mileage	76,997 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	ALAMOGORDO	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	68932	JACK KEY MOTOR CO OF ALAMOGORDO	Dealer Phone	5754343916	
Dealer Address	1501 HIGHWAY 70 W				
	ALAMOGORDO	NM	88310 7591	USA	
Dealer Zone	West	Sales District		Service District	9
Subject	power lock issue				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/10/2014 08:12 PM	Open
10/10/2014 10:43 PM	Closed

Initial Description

0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement
0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,CMManager authorizes \$500.00 reimbursement for the customer.
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,power lock issue

Case Comments

Date	Comment
09/10/2014	Briefly describe why the customer is calling: Customer is contacting Chrysler regarding: his front passenger side door. Briefly describe what the customer is expecting: Customer is expecting information. Customer states he would like to know if there had been any recalls for this issue. Customer states that the vehicle is at the DLR. Customer states that the DLR has no idea what is causing this. Customer states the Right front door (passenger door) will not open. Agent contacted DLR and spoke with SMDan. Dan states that the door will not open from outside or inside, Dan states he had authorization from customer to remove panel which would cause damage to panel in order to further diagnose. Dan states that they have been trying for hours to repair but the lock latch will not release. Dan states this is very strange and in 30 years has never seen a lock that will not release. Dan states he has to bring the vehicle to their body shop for further assistance in repair. Dan states he quoted the customer a cost of \$1183.00 but this does not include the additional work that the body shop will do. Dan he feels he is already offering a discount because he is not charging the customer for the additional work that the body shop will be doing. Agent informed customer of this. Customer states they would like a rental for Friday only so they can make their appt out of town. Agent contacted SMDan to inquire about rental. Dan states that he would like to offer a loaner vehicle however he only has three loaner vehicle and they are all out with other customers and will vehicles will not be back by Friday.
09/10/2014	Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Mdday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: no email Who has possession of the vehicle? Dealer Has the vehicle been diagnosed by a CDJ dealer? (Yes if a CDJ dealer has diagnosed, what is the dealer name or code? 68932 Reassigned to 88F
09/11/2014	***** Case Management - District O ***** OOW: 1 year 8 months MMP: None Household: 0 New 1 Used
09/15/2014	Writer contacted Service Manager Dan at the location spoke to SM and was stated that the door lock is fixed, but since the dealership had to basically customer into the frame to get to the latch that the repairs to the door that the dealership did they are repairing at no cost to the customer. Customer is aware of charges for the latch door panel and labor at total cost at \$1150.00. Writer is not seeing any recalls that would cause the door to latch and not unlock. Follow up with the dealership is on 9-17-14.
09/15/2014	Writer contacted the customer to inform the customer of the repair status and the issue of recalls that do not involve the door. Writer stated to the customer that writer will look into other issues that could cause the door to latch and not release. Follow up with the customer is 9-18-14. Follow up with the dealership however is 9-17-14.
09/18/2014	Writer attempted to contact dealer Service Manager (SM), however, SM not available. Writer left message for a return call at extension 40526. The reason for the dealer contact was to provide or request the following information: To get more information on what caused the door to lock up on the customer. Follow up 9-19-14.
09/19/2014	Writer contacted the dealership and the Assistant Service Manager Dan states that he has not seen this issue in quite some time. So recall related issues are nonexistent to cause the door to latch and not release. ASM also stated that they had to rip into the door just to get to the latch and release and repair it. Customer was aware of this and the customer was also aware of the cost to the customer of \$1185.00. Writer then asked around and everyone writer spoke with states it cannot be related to any recall or issue to cause the issue.
09/19/2014	Writer's supervisor authorized \$500.00 reimbursement.
09/19/2014	Customer was contacted by writer from voicemail. Customer was advised of lines 56-63 and the writer's supervisor authorized \$500.00 reimbursement. Customer is stating that this is a factory issue and that they should be reimbursed in full for the repairs and a rental for 7 days of \$412.00. Writer states that they are unaware of any issues at all about the door latch and that if it was a defect then the part should have failed earlier. Writer then stated that as far as the reimbursement for the \$500.00 is what is allotted for a used vehicle that is out of warranty. Customer will think about deal and writer will look into the rental but no promises can be made since they are out of warranty. Follow up with the customer is at 9-22-14.
09/22/2014	Customer is still wanting some more help than the \$500.00 that is being offered. she would like to have a rental paid that they had to get while the vehicle was down follow up with the customer is set for 9-23-14.
09/23/2014	CM attempted to contact customer, however, customer was not available. CM left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: to inform the customer that the \$500.00 is all the CM is able to reimburse to the customer at this time. CM will follow up with the customer or [REDACTED] to have the customer's option on what they want to choose. Offer stands from 30 days of today's date 9-23-14.
09/29/2014	CM contacted the customer and they will accept the \$500.00 reimbursement that the CM supervisor approved on. CM will make sure that everything needed for reimbursement is ready and will cut the check for the customer.
09/29/2014	Mr. [REDACTED] T [REDACTED] accepts and verifies the check should be mailed to the following name and address: [REDACTED] T [REDACTED] 24 CAMINO RANCHITOS ALAMOGORDO, NM 88310
09/29/2014	****Begin structured narrative T2 - eReimbursement What has the customer requested? reimbursement for door interior door hatch. If this is a Recall or Extended Warranty, enter the campaign number. None If this is for a previously made goodwill decision, what is that CAIR #? None Enter the Mileage at the time of the repair. 76,997 Enter the Date when the repairs were completed. 9-17-14 What is the total cost of the Parts to be reimbursed? \$500.00 What is the total cost of the Labor to be reimbursed? \$0.00 What is the total Tax to be reimbursed? \$0.00 What is the total amount being reimbursed? \$500.00 ****End structured narrative T2 - eReimbursement ****Begin structured narrative T2 - Vehicle Payment eReimbursement What is the reason(s) for this reimbursement? N/A How many vehicle payments are being reimbursed? N/A What is amount of the monthly vehicle payment? N/A Has this customer had previous vehicle payment reimbursements? N/A If previous, how many? N/A What is the total amount being reimbursed? N/A ****End structured narrative T2 - Vehicle Payment eReimbursement
10/01/2014	CM contacted the customer and CM needs documentation of repairs and proof of payment faxed to CMa [REDACTED] with ATTN CW751. Customer will fax the documents to the CM.
10/04/2014	***** Below Customer Contacted for Documentation Request ***** pr628@chrysler.com on 2014-10-04 @ 14:48

Date	Comment
10/04/2014	***** Customer Document Received *****
02/11/2015	Briefly summarize why the customer is contacting Chrysler: Customer states windows have opened when they are away from the vehicle. Briefly summarize what the customer is expecting: Customer seeking cost assistance. Customer has not had vehicle into the DLR for diagnosis. Customer notes that this is the second time in a few months they have experienced electrical issues. Customer believes the vehicle is a "pile of junk". Customer does not have financial resources to keep paying for repairs. Customer was sold vehicle from a Ford Dealership who referred customer back to Dodge. Customer very irate and will be contacting the BBB. Customer will never recommend Dodge products.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: [REDACTED]

Files Not Recieved: 0

NORTH WESTCHESTER RESTORATIVE THERAPY & NURSING CENTER

3550 LEXINGTON AVENUE
MOHEGAN LAKE, NY 10547

PHONE: 914-528-2000

BUSINESS OFFICE FAX: 914-528-9235

ADMISSION OFFICE FAX: 914-528-3113

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CARE

*COMPASSIONATE PROFESSIONAL PAIN
MANAGEMENT

*IV THERAPY

*RESPIRATORY THERAPY & TRACHEOSTOMY
CARE

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**We Accept Medicare, Aetna, HIP,
Oxford, Blue Cross, Healthnet, GHI
& Medicaid**

FAX COVER LETTER

DATE: 10-2-14

TO:

FAX #:

FROM:

RE:

COMMENTS: Please

See attached-

Thank you!

Privileged and Confidential

The information contained in this facsimile is intended solely for the addressee. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distributions or copying of this message is strictly prohibited. If you have received this facsimile in error, please notify us immediately.

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3199 Albany Post Road Suite 301

Buchanan, NY 10511

Ph: (914) 603-3516

FAX: (914) -

Email: lina@starsignandgraphics.com

Web: www.starsignandgraphics.com



Invoice #: [REDACTED]

Order Created: 10/1/2014 4:39:48PM

Sale Date: 10/1/2014 4:40:14PM

Page 1 of 1

Sale Date: 10/1/2014 4:40:14PM

Billed To:

Contact:

Address:

Cortlandt Manor, NY

Email:

Office Phone:

Office Fax: (914) -

Created Date:

10/1/2014 4:39:48PM

Salesperson:

Email:

Office Phone:

Fax: N/A

Description: Dodge Ram Quarter Panel Graphics

Quantity

Unit Price

Subtotal

1

1.00

\$186.26

\$186.26

Description: Ram Head Replacement Logo and OEM Stripes.

- * 1- 18 in x 56 in Single Sided decal(s)
- * High Performance Matte Black Avery,
- * Text: Logo
- Graphics

Line Item Subtotal: \$186.26

Payments for Order

Date	Method	Tracking Number	Amount
10/01/2014	Cash		199.72
10/01/2014	Cash		0.26

Order Subtotal Before Discount: \$186.26

7.38% Total Taxes: \$13.74

Total: \$200.00

Total Payments: \$200.00

Order Balance: \$0.00

Payment Terms: Balance due upon receipt.

Print Date: 10/1/2014

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2012	Brand	DODGE
Body	JCDH49	Vehicle	DODGE JOURNEY SE HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/12/2015	CAIR Type	Regular	Status	Closed
Close Date	10/12/2015	Origin	Telephone	Reason	New problem
Mileage	62,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	PLANT CITY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	60064	CRYSTAL CHRYSLER DODGE JEEP	Dealer Phone	3525971265	
Dealer Address	14358 CORTEZ BOULEVARD				
	BROOKSVILLE	FL	34613 5917	USA	
Dealer Zone	Southeast	Sales District		Service District	C
Subject	No diagnosis.			Campaign	R32
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
10/12/2015 08:29 PM	Open
10/12/2015 08:46 PM	Closed
09/29/2018 03:46 PM	Closed

Initial Description

0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,Issue with door locks and windows.
0108045700-Product,Electrical,Tire Pressure Monitor,Intermittent/Inoperative,Default,Tire Pressure Monitor - Intermittent/Inoperative,TPMS light on.
05R3200900-Recall,Recall - Do Not Select,Recall - Do Not Select,Advise Owner/Incomplete Recall,Default,Advise Owner / Incomplete Recall,No diagnosis.-Please refer to Case Comments

Case Comments

Date	Comment
10/12/2015	Briefly summarize why the customer is contacting Chrysler: Customer has a tire pressure sensor light that is still on, after she has inflated and deflated the tires many times. Briefly summarize what the customer is expecting: Customer expects Chrysler to advise her of the reason why the tire pressure sensor light is on. Agent could not find any TSB's about the issue. Agent advised the customer to go to the DLR because there could be an issue with the sensor. Customer states even put in an extra 5 psi of air but the light is still on. Customer also states her door locks keep locking and unlocking, she opens the door and it the vehicle locks automatically, and she was in the car locked inside because the door would not unlock. Customer could hear locks clicking but the door remained locked. Customer also states her power windows get stuck sometimes and do not roll down. Agent advised customer of the incomplete recall. Customer might get a diagnosis soon.