

Re: 60411 - [REDACTED] 1065tc [REDACTED] af

LINDA MCCULLY KING (EXTERNAL) <linda.mccullyking@external.stellantis.com>

Wed 5/11/2022 9:55 AM

To: PANGELA WEST <pangela.west@stellantis.com>

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

Thank you. I will get right on this.

Appreciate all the information as well.

Best wishes,

Linda McCully-King
Customer Retention Team (CRT) Specialist
1-248-464-6694 ext. 1239
Toll Free: 1-800-654-2486
linda.mccullyking@external.stellantis.com



From: PANGELA WEST <pangela.west@stellantis.com>

Sent: Wednesday, May 11, 2022 9:51 AM

To: LINDA MCCULLY-KING (EXTERNAL) <linda.mccullyking@external.stellantis.com>

Subject: FW: 60411 - [REDACTED] 1065tc [REDACTED] af

Good morning Linda,

I am passing this customer and situation over to you at this point. The vehicle has been down for more than 60 days and qualifies for Lemon Law in the State of Virginia. The customer has not filed yet, however has mentioned it to the GM. I have not been able to secure an eta on the cluster – see notes below. The GM – Jason Holden has not been able to trade her into another vehicle because of availability of the Sahara with a safety package.

I informed the GM that I would reimburse 2 months of the car payment as a goodwill gesture. Customer is upset she just received her \$1300 property tax statement on a vehicle that she cannot drive.

Service Mgr – Mike Rowe mikerowe@pearsoncjd.com. He is on vacation this week, I just wanted you to have his contact information.

From: PANGELA WEST

Sent: Wednesday, May 11, 2022 9:24 AM

To: FERNANDO IBANEZ <fernando.ibanez@stellantis.com>; Ala.Beshir@marelli.com;

Gianpiero.Vie @marelli.com

Cc: Support Field Part <fieldps@fcagroup.com>; JASON PETERSON <jason.peterson@stellantis.com>; RICK SIMPSON <richard.simpson@stellantis.com>

Subject: RE: 60411 - [REDACTED] 1065tc [REDACTED]
Importance: High

May I please have an update, I am receiving a phone call every other day from the GM because the customer is calling? It's been 2 weeks without an update.

From: FERNANDO IBANEZ <fernando.ibanez@stellan_s.com>
Sent: Friday, May 6, 2022 5:11 PM
To: Ala.Beshir@marelli.com; Gianpiero.Vie_@marelli.com
Cc: PANGELA WEST <pangela.west@stellan_s.com>; Support Field Part <fieldps@fcagroup.com>; JASON PETERSON <jason.peterson@stellan_s.com>
Subject: RE: 60411 - [REDACTED] 1065tc [REDACTED] af

Al/Gianpiero,

Can you please review and provide an ETA.

Thank you,

FERNANDO IBANEZ
MOPAR SUPPLY CHAIN OPERATIONS
Supplier Ship Direct (SSD) Analyst

26311 Lawrence Avenue,
Center Line, Michigan United States
Telephone +1 586 497 0118
fernando.ibanez@stellantis.com

From: PANGELA WEST <pangela.west@stellan_s.com>
Sent: Monday, May 02, 2022 4:11 PM
To: Support Field Part <fieldps@fcagroup.com>; FERNANDO IBANEZ <fernando.ibanez@stellan_s.com>
Subject: RE: 60411 - [REDACTED] [REDACTED]

Any update on this part?

From: Field Part Support <fieldps@fcagroup.com>
Sent: Saturday, April 30, 2022 1:03 PM
To: PANGELA WEST <pangela.west@stellan_s.com>; FERNANDO IBANEZ <fernando.ibanez@stellan_s.com>
Subject: Re: 60411 - [REDACTED] 1065tc [REDACTED] af

Fernando,
Please advise.

DEALER : [REDACTED] PEARSON CHRYSLER JEEP DODGE PAGE : 001

ORDER NUMBER : 1065TC PART NUMBER : 68492412AF CLUSTER

ORDER TYPE : E S DAILY ORDER ORDER STATUS : 1000 OPEN ORDER SD 01

FROM : 03 16 22 TO : 03 16 22 DUAL ID OMC NUMBER 087513291

ORDER DATE 03/16/22 LINE NBR 1 DLR NET 0.00 DISC CODE 12

ORDER QTY 1 RULING DLR DISC .00 RTN

SOURCE S SUPPLIER 93070 P.O. WR000000 SHIP DATE ENG SER#

VIN MILEAGE 8036 SIRIUS ESN

SRV PDC 03103 ORIG PROM DATE 04/11/22 SHIPR# 6914576

STAT CODE 42 CURR PROM DATE 04/19/22 SCHED DATE 03/16/22 BOX NO

STAT DATE 04/13 REAS CD 02 SSD UPGRADED INV NUM PKLIST

STAT QTY 1 T/B INV DATE ARRIVE

Best Regards,
BV
Dealer Support Team

Submitting Parts Support Cases

For escalated support: Expediting Call Center 1 (800) 84 MOPAR

For a VOR or General Request: DealerCONNECT > Parts > Contact Mopar > Part Support

On Fri, Apr 29, 2022 at 6:09 PM PANGELA WEST <pangela.west@stellantis.com> wrote:

Part ordered on March 16, 22 and eta was April 19, 22.



Pangela West

Mopar - US

Area Manager

(667) 300 9759

6940 Columbia Gateway Drive, Suite 220

Columbia, MD 21046 USA

pangela.west@stellantis.com





YOUR MONTHLY AUTO STATEMENT

Statement Date: 05/07/2022

[REDACTED]
MIDLOTHIAN, VA [REDACTED]

Account Number: [REDACTED]
Vehicle: 21 JEEP WRANGLER
ACCOUNT STATUS: CURRENT

MAKE A PAYMENT OR TO VIEW
SCHEDULED PAYMENTS VISIT
www.capitalone.com



STATEMENT INFO

Current Payment Due: \$698.59
Past Due: \$0.00
Late Fees: \$0.00

Total Due: \$698.59
Payment Due Date: 05/28/2022

ACCOUNT INFO

Principal Balance: \$42,885.87
Payoff Amount: \$42,966.47
Payoff Good Through: 05/17/2022

TRANSACTION HISTORY

Transactions between 04/07/2022 - 05/06/2022

Date	Description	Principal	Interest	Total
04/19/2022	Payment Received	-\$605.17	-\$93.42 =	-\$698.59

Please detach and return the portion below with your payment.

PAYMENT OPTIONS

Pay or manage your account using our mobile app or online at www.capitalone.com | Pay by phone 1-800-946-0332



- Make checks payable to Capital One Auto Finance. Include your account number on check. **Don't send cash.**
- Send your check with payment coupon in envelope provided.
- Don't staple or paper clip your check to payment coupon.

[REDACTED]
MIDLOTHIAN, VA [REDACTED]

Account Number: [REDACTED]
Total Due: \$698.59
Due Date: 05/28/2022
Amount Enclosed: \$ [REDACTED]



PAY ON THE GO.

Pay your bill securely and review transactions online or with the Capital One® mobile app.

Text **ONE** to **80101** to download the app.
Messaging & Data rates may apply.

Capital One Auto Finance
PO Box 60511
City of Industry, CA 91716-0511

IMPORTANT DISCLOSURES AND INSTRUCTIONS

To the extent that you have filed for protection under federal bankruptcy law, you may not be personally liable for the unpaid balance of this loan. This statement is not an attempt to collect a debt and is being provided for informational purposes ONLY.

1. Payment Options:

- **Pay Online:** Enroll or sign into your account at www.capitalone.com to make a payment or setup a recurring payment plan.
- **Pay by Phone:** Call 1-800-946-0332 to make a one-time payment or set up a recurring payment plan using our automated phone service 24/7, or through an agent Monday - Friday 8:00 a.m. to 9:00 p.m. ET and Saturday 8:00 a.m. to 6:00 p.m. ET.
- **Pay by Mail:** Follow the mailing instructions on the payment coupon on the front of this statement. Please allow at least 5 business days (Monday - Saturday, except holidays) for postal delivery. Payments will be credited to your account effective the day your payment was received at our payment processing center.

2. Electronic Authorization: Each time you send us a check, you authorize us to use information from your check to make a one-time electronic debit from your bank account for the amount of the check. This authorization applies to all checks received. If we cannot process the one-time electronic debit, you authorize us to debit your bank account using the original check, a paper draft, or other item. When we use information from your check to make a one-time electronic debit from your checking account, funds may be withdrawn from your bank account as soon as the same day you make, or we receive your payment. You will not receive your check back from your financial institution.

3. Late Fees: Please remember, making your monthly payments in full and on time is important to avoid delinquency. If you are past due on your account you may be assessed late fees in accordance with your contract.

4. Paying Your Account Ahead: Your account can be paid ahead up to 3 months. Please note that interest continues to accrue daily during this time.

5. Payoff Amount: Your payoff amount may change if any transactions are posted to your account before the good-through date. If you pay the Payoff Amount before your good-through date, your account may be overpaid. The credit balance will be refunded back to you. If you pay the Payoff Amount shown after your good-through date, your account may not be paid off as you may have incurred additional interest and/or fees. You will receive a statement for the remaining balance prior to your next due date.

6. Payoff Instructions: Submit your payoff amount via any of our normal payment options, see below for how this will impact when Capital One will begin processing your release in accordance with state required timelines.

- **Certified Funds Payoff:** If you pay by dealer or cashier's check, Money Gram, Western Union, or cash at a Capital One Bank; Capital One will begin the lien release process the next business day after receipt of the certified funds.
- **Non-Certified Funds Payoff:** If you pay by personal or business check, online, phone, or check paid at a Capital One Bank; to ensure the funds clear, it may take up to five business days after the receipt of the uncertified funds before Capital One begins the lien release process.

7. Credit Bureau Reporting: We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report. All disputes must be sent in writing to the following address: ATTN: COAF Credit Bureau Dispute. Capital One Auto Finance, PO Box 259407, Plano, TX 75025-9407.

Capital One Auto Finance is a division of Capital One, National Association; successor to Onyx Acceptance Corporation and NFB Funding, Inc.

Please detach and return the portion below with your payment.

CHANGE OF ADDRESS

(Please print using blue or black ink)

Current Address:

[REDACTED]
MIDLOTHIAN, VA [REDACTED]

New Address

City State Zip

Home Phone Alternate Phone

