

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

[REDACTED]

On Apr 1, 2021, at 12:09 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Good afternoon [REDACTED]

Thank you for your patience on this matter. I am working with the Service Manager's of Ray Brandt Dodge Chrysler Jeep Ram FIAT, 43939 and Premier Chrysler Jeep Dodge Ram FIAT, 45526

As soon as I am able to provide you with a schedule date and a loaner I will get back to you to address the concerns with your vehicle.

Should you need further assistance before I am able to reach you please call me at 844-533-7928 x4060827

Best Regards
Noemi
Jeep Customer Care

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

From: [REDACTED]
Sent: 3/30/2021 3:41 PM
To: uscustomercare@fcagroup.com
Subject: Re: Jeep Case# [REDACTED]

Thanks so much Noemi. I appreciate you.
Maggie

Half of the human experience is mitigating loss and demise. And yet, to feel abandoned is to deny the intimacy of our surroundings, which includes the color blue of the sky, the breeze and the ground beneath our feet. Will I be able to become a full citizen of loss and vulnerability of which there is no choice? [REDACTED] (edited by MHW)

[REDACTED]

> On Mar 30, 2021, at 12:16 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

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> Dear [REDACTED]

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> Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

>

> My name is Noemi and I will be your advocate to ensure all questions and issues are addressed. Here is some

information that will be helpful for you to have:

>

> Your case number is [REDACTED]

> The Chrysler Jeep Case Management telephone number: 1-844-533-7928

> My direct extension: [REDACTED]

> My work hours are: 9:00 am - 7:30 pm Eastern Standard Time Monday-Thursday/Wednesdays 9:00 am - 1:00 pm

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> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

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> Noemi

> Jeep Customer Care

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> [REDACTED]