

Good Afternoon,

Attached please find a PDF copy of the reservation confirmation email.

On Jun 9, 2023, at 12:17 PM, US Customer Care <uscustomeercare@cac.stellantis.com> wrote:

Hello [REDACTED]

Per our conversation, I approved you for \$100 per day since the daily rates are higher than what was approved originally. Please reply to this email with the attachment of the rental vehicle you will be getting with the amount, thank you.

Kind Regards,
Linda}Jeep Wave Specialist
(844) 533-7928

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

From: [REDACTED]
Sent: 6/9/2023 3:04 PM
To: [REDACTED]
Cc: uscustomeercare@cac.stellantis.com
Subject: RE: Diagnosis

please see updates attached

From: [REDACTED]
To: "US Customer Care"
Cc:
Sent: Thursday June 8 2023 11:16:09AM
Subject: RE: Diagnosis

Hi Gigi,

Can the daily rate be increased? I live in the state of California and prices are higher than the national average.

A comparable 4 door Jeep wringer unlimited in my area would cost more than the allowed \$75/day. Per the screenshot below, I would need reimbursement of \$553.8. I purchased the premium Jeep Wrangler Unlimited Rubicon and need a comparable alternate as I await the results of the buy back case account.- Lemon.

From: "US Customer Care"
To: "[REDACTED]"
Cc:
Sent: Wednesday June 7 2023 5:43:14PM
Subject: RE: Diagnosis

Good Afternoon,

Thank you for allowing Stellantis Customer Care an opportunity to address your concerns and complaint. This is Gigi sending this email from the Jeep Wave Case Management line. I will be working on your case and finding ways to assist you. You may get a rental, as long as your vehicle is being serviced under warranty, for the repairs, we can authorize Rental for up to \$75 a day for 5 days to start. Optional Services are not covered.

My Name is Gertrude but you can call me "Gigi"
My phone number is 844-533-7928
My hours are 11:30am-8pm Eastern Standard Time.

For your concerns, you can reference case number [REDACTED]

Thank you again for giving us the opportunity to address your concern, and for being a valued member of the Jeep family.

Sincerely,

Gertrude "Gigi"
Customer Care, Stellantis
Premium Specialist

[REDACTED]

[REDACTED]

