

Customer Retention Analysis

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

VIN: [REDACTED]	Make/model/model year: 2021 JEEP WRANGLER UNLIMITED SAHARA
ISD: 07/14/2021	Current Mileage: 8,036
Owner's last name: [REDACTED]	New/Lease/Used/CPOV: NEW RETAIL SALE
State Purchased: VA	State Registered: VA
Dealer name/code: PEARSON 60411 [DIST Q]	Business Center: 35 – MID-ATLANTIC
Warranty coverage code: 560	MVP (Description): 49412924- ACTIVE JEEP WAVE
MSRP: \$54,220.00	
# of vehicles: 1 NEW/ 3 USED	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? n/a	
CPOV? (Y/N) N	
What was mileage at purchase 19	
Customer-stated reason for buyback request: Uconnect system goes blank and parking brake will not engage	
Process identifier: MANUFACTURE PROCESS	
Days down: 58 AS OF 5/12/2022	Repair attempts: 1
Last repair visit: 7/12/2021	
Is vehicle currently at dealer? (Y/N) Select Y or N	
Is customer in rental? (Y/N) Select Y or N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

NOTES:

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed
60411	[REDACTED]	3/15/2022	5/12/2022	58 CURRE NTLY	8036	8036	W	CLUSTER AT TIMES GOES BLANK SHOWS IN GEAR AND MPH ON SCREEN WHEN DRIVING STAYS STUCK EVEN WHEN PUT INTO PARK (Electrical Concern) THE PARKING BRAKE WILL NOT ENGAGE AT TIMES (General Concern 1) PERFORM WARRANTY OIL CHANGE AND TIRE ROTATION	INSTRUMENT CLUSTER ON B.O.

Preparer: [REDACTED]

Title: CRT

Comments: .